

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	Spark line	2023 Q4 direction of travel (DOT)	
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%		Level	
					<p>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.</p> <p>Q4 saw 2260 valid requests, which is 9% lower than Q3 2023.</p> <p>Infrastructure &amp; Environment received the highest number of requests in Q4 2023 which is 7% higher than the amount of the next highest department, Health &amp; Community Services.</p> <p>Individuals submitted the most requests, (41.8%) of overall requests.</p> <p>Government administration was the most requested topic this quarter (58), followed by Public sector spending and expenses (41).</p> <p>Overall average response times per department were mostly under 20 working days.</p> <p>The percentage of responses issued within 20 working days, without extension has decreased to 74% down from 88% in Q3 2023.</p> <p>Recommendation: A reduction from 26% of responses exceeding 20 working days is desirable for Q1 2024, this again may be dependent upon the type and number of requests received.</p> <p>The number of Internal Reviews increased to 3%. This relates to 7 requests – these reviews related to the application of Articles relating to information not held, cost of provision of information exceeding the time limits, personal information, commercial interests, formulation and development of policies and law enforcement. One response was overturned, one is ongoing and five were upheld, albeit with three resulting in the provision of further explanatory information.</p> <p>The percentage of responses issued within 20 working days or within the agreed extension remained level at 100%.</p>													
SPM219	CM	CABO	Chief of staff and MSU	% of PAC and C&AG recommendations closed across all departments of the Government of Jersey - from those outstanding at the start of Q1	Quarterly	2022:- 72.0%	At least: 50.0%					63.7%	24.0%	42.0%	49.0%	73.0%		Up
					Target of 50% for the year has been met													
SPM227	CM	CABO	Chief of staff and MSU	Number of new PAC and C&AG recommendations received by the Government of Jersey since the start of Q1	Quarterly	2022:- 219		11	110	50	30	38	54	69	86			
					The Government has received 86 recommendations from six C&AG reports. The C&AG issued a further 2 reports (executive responses were returned to PAC in 2024), and a 'mid-term reflections' report.													
SPM64	CM	CABO	P&CS: People Metrics	Percentage of vacancies	Annually	2023:- 0.0%	At most: 5.0%											
					Due to delays in Connect rollout, we do not have this data. Currently a review of all GOJ/SOJ vacancies taking place.													
SPM277	CM	CABO	All COO	Average number of calendar days from the date a job requisition is approved to the date an offer is accepted by an external hire (excluding bulk campaigns)	Quarterly	2023:-	At least: 41											
					Due to delays in launching the Connect People system, a value for this measure will not be available until 2025 as an annual figure													
SPM278	CM	CABO	All COO	Percentage of new external hires who leave within 12 months of joining	Annually	2023:- 0.0%	At most: 20.0%								6.6%		N/A	
					Any external, permanent, hire, that left in 2023 with less than 12 months service													
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	Annually	2022:- 0.0%	At least: 90.0%											
					Due to delays in launching the Connect People system, a value for this measure will not be available until 2025 as an annual figure													
SPM280	CM	CABO	All COO	Number of health and safety serious incidents reported to HSI	Quarterly	2023:- 0.0%	At least: 100.0%						100.0%	100.0%	100.0%	100.0%		Level
					<p>This is 100% of the incidents reported to the H&amp;S Board in the period (6) which meet the broad requirements of the legislation used in the UK (RIDDOR) which the regulator in Jersey – Health and Safety Inspectorate (HSI) refers to in Jersey.</p> <p>RIDDOR – Reporting of Injuries Diseases &amp; Dangerous Occurrences Regulations.</p> <p>There is currently no legal requirement to report work related incidents in Jersey. GoJ reports these matters to demonstrate good practise. The system is immature and will develop over time particularly as the new Connect H&amp;S functionality becomes adopted and embedded, alongside data from Datix.</p>													

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	Spark line	2023 Q4 direction of travel (DOT)	
SPM281	CM	CABO	All COO	New starter health and safety inductions undertaken	Quarterly	2023:- 0.0%	At least: 100.0%					62.0%	62.0%	65.0%	74.0%		Up	
Due to delays in the CONNECT People project, this result has been manually calculated by a crude division of the number of MyWelcome Health and Safety modules completed by the total number of new starters over the quarter. Data for this measure will be refined and improve going forwards.																		
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%		Level	
Q3 result was 8.4%. There has been a slight decrease to 8%. Over the year there have been no significant fluctuations in the turnover figure.																		
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%		Level	
SPM243	CM	CABO	Statistics and Analytics	On-time publication of the Service Performance Indicators in accordance with the published schedule.	Quarterly	2021:- 88.2%	At least: 100.0%	89.6%	87.0%	89.6%	86.6%	100.0%	100.0%	100.0%	100.0%		Level	
SPM245	CM	CABO	Statistics and Analytics	Update of the Island Outcomes and Indicators within a quarter of the availability of data	Quarterly	2021:- 77.2%	At least: 100.0%					81.9%	73.0%	50.0%	50.0%	63.0%		Up
The Island Outcome indicators are undergoing a review involving a focus onto fewer key indicators and improved presentation. The wider set of 193 measures are still published on the gov.je webpages, but due to resource issues these have not been able to be kept fully up to date. A recent review showed that they were approximately 63% up to date. Statistics Jersey now has dedicated resource to assist with the maintenance of these Indicators so this value should increase. Simultaneously the next few months should see the new reduced set of indicators come into existence along with system to ensure that they are all updated.																		

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	Spark line	2023 Q4 direction of travel (DOT)
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%		Up
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		Level
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%		Level
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%		Level
SPM9	MSS	CLS	Customer Operations	Job Starts achieved (%)	Quarterly	2021:- 47.0%	At least: 100.0%	56.5%	51.2%	31.8%	48.8%	67.7%	57.7%	61.5%	41.0%		Down
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%		Level
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%		Down
<p>During Q3 and Q4 2023 we upgraded the business licensing IT system to improve functionality and efficiency. These changes also updated the way that business licensing performance is calculated, resulting in figures that aren't identically comparable to those from Q1 and Q2 of 2023. Operationally we have not observed any change in customer service levels and don't anticipate any ongoing impact to them in 2024.</p>																	

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	Spark line	2023 Q4 direction of travel (DOT)
SPM900	CUSTOMER	CUSTOMER	Customer Feedback	Customer Complaints - All Departments	Quarterly	2021:-		272	259	238	315	331	433	428	448		Up
SPM901	CUSTOMER	CUSTOMER	Customer Feedback	Customer Complaints - CLS	Quarterly	2021:-		59	75	55	61	37	54	68	70		Up
SPM904	CUSTOMER	CUSTOMER	Customer Feedback	Customer Complaints - CYPES	Quarterly	2021:-		26	23	19	24	31	23	32	37		Up
SPM905	CUSTOMER	CUSTOMER	Customer Feedback	Customer Complaints - ECON	Quarterly	2021:-		0	0	0	0	0	0	0	1		Up
SPM906	CUSTOMER	CUSTOMER	Customer Feedback	Customer Complaints - HCS	Quarterly	2021:-		70	55	72	120	133	171	204	231		Up
SPM907	CUSTOMER	CUSTOMER	Customer Feedback	Customer Complaints - IHE	Quarterly	2021:-		37	29	40	45	82	125	68	61		Down
SPM908	CUSTOMER	CUSTOMER	Customer Feedback	Customer Complaints - JHA	Quarterly	2021:-		14	8	8	9	5	10	6	7		Up
SPM909	CUSTOMER	CUSTOMER	Customer Feedback	Customer Complaints - Non-Min	Quarterly	2021:-		1	0	1	0	0	0	1	0		Down
SPM912	CUSTOMER	CUSTOMER	Customer Feedback	Customer Complaints - T&E	Quarterly	2021:-		33	37	31	40	33	47	37	35		Down
SPM913	CUSTOMER	CUSTOMER	Customer Feedback	Customer Complaints - CABO	Quarterly	2021:-						10	3	12	6		Down

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	Spark line	2023 Q4 direction of travel (DOT)
SPM914	CUSTOMER	<b>CUSTOMER</b>	Customer Feedback	Customer Compliments - CABO	Quarterly	2021:-						5	0	5	6		Up
SPM920	CUSTOMER	<b>CUSTOMER</b>	Customer Feedback	Customer Compliments - All Departments	Quarterly	2021:-		219	239	222	220	349	292	475	375		Down
SPM921	CUSTOMER	<b>CUSTOMER</b>	Customer Feedback	Customer Compliments - CLS	Quarterly	2021:-		37	31	25	17	24	25	59	33		Down
SPM924	CUSTOMER	<b>CUSTOMER</b>	Customer Feedback	Customer Compliments - CYPES	Quarterly	2021:-		39	28	43	35	38	18	36	27		Down
SPM925	CUSTOMER	<b>CUSTOMER</b>	Customer Feedback	Customer Compliments - ECON	Quarterly	2021:-		0	0	2	1	2	0	0	0		Level
SPM926	CUSTOMER	<b>CUSTOMER</b>	Customer Feedback	Customer Compliments - HCS	Quarterly	2021:-		106	131	105	122	236	183	306	233		Down
SPM927	CUSTOMER	<b>CUSTOMER</b>	Customer Feedback	Customer Compliments - IHE	Quarterly	2021:-		11	12	15	12	34	43	33	53		Up
SPM928	CUSTOMER	<b>CUSTOMER</b>	Customer Feedback	Customer Compliments - JHA	Quarterly	2021:-		12	22	8	3	2	10	7	3		Down
SPM929	CUSTOMER	<b>CUSTOMER</b>	Customer Feedback	Customer Compliments - Non-Mins	Quarterly	2021:-		1	0	0	0	1	0	0	0		Level
SPM932	CUSTOMER	<b>CUSTOMER</b>	Customer Feedback	Customer Compliments - T&E	Quarterly	2021:-		7	5	5	16	7	13	29	20		Down

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	Spark line	2023 Q4 direction of travel (DOT)
SPM950	CUSTOMER	CUSTOMER	Customer Feedback	Customer Experience - Customer Sentiment Indicator - All Departments	Quarterly	2021:-.0	At least: 4.0	4.20	4.00	3.90	4.10	4.10	4.40	4.30	4.20		Level
SPM951	CUSTOMER	CUSTOMER	Customer Feedback	Customer Experience - Customer Sentiment Indicator - CLS	Quarterly	2021:-.0	At least: 4.0	4.20	4.20	4.10	4.10	4.30	4.60	4.30	4.40		Level
SPM952	CUSTOMER	CUSTOMER	Customer Feedback	Customer Experience - Customer Sentiment Indicator - IHE	Quarterly	2021:-.0	At least: 4.0	4.40	3.70	4.20	4.10	4.10	4.20	3.90	4.10		Up
SPM954	CUSTOMER	CUSTOMER	Customer Feedback	Customer Experience - Customer Sentiment Indicator - T&E	Quarterly	2021:-.0	At least: 4.0	4.30	3.50	3.30	3.60	3.50	3.00	3.60	3.80		Up
SPM955	CUSTOMER	CUSTOMER	Customer Feedback	Customer Experience - Customer Effort Score - All Departments	Quarterly	2021:-.0	At least: 4.0	4.20	4.10	4.00	4.10	4.00	4.30	4.10	4.00		Level
SPM956	CUSTOMER	CUSTOMER	Customer Feedback	Customer Experience - Customer Effort Score - CLS	Quarterly	2021:-.0	At least: 4.0	4.20	4.20	4.20	4.20	4.20	4.50	4.30	4.20		Level
SPM957	CUSTOMER	CUSTOMER	Customer Feedback	Customer Experience - Customer Effort Score - IHE	Quarterly	2021:-.0	At least: 4.0	4.30	3.60	4.00	4.00	3.90	4.10	3.60	3.80		Up
SPM959	CUSTOMER	CUSTOMER	Customer Feedback	Customer Experience - Customer Effort Score - T&E	Quarterly	2021:-.0	At least: 4.0	4.30	3.50	3.40	3.70	3.50	3.70	3.50	3.70		Up

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	Spark line	2023 Q4 direction of travel (DOT)
SPM960	CUSTOMER	<b>CUSTOMER</b>	Customer Feedback	Customer Experience - Customer Satisfaction - All Departments	Quarterly	2021:-0.0%	At least: 80.0%	82.7%	77.1%	75.6%	78.6%	75.3%	85.5%	80.7%	79.3%		Level
SPM961	CUSTOMER	<b>CUSTOMER</b>	Customer Feedback	Customer Experience - Customer Satisfaction - CLS	Quarterly	2021:-0.0%	At least: 80.0%	83.5%	81.4%	80.1%	81.6%	79.2%	90.5%	85.9%	82.8%		Level
SPM962	CUSTOMER	<b>CUSTOMER</b>	Customer Feedback	Customer Experience - Customer Satisfaction - IHE	Quarterly	2021:-0.0%	At least: 80.0%	85.5%	62.1%	76.7%	76.1%	77.6%	80.6%	70.7%	75.8%		Up
SPM964	CUSTOMER	<b>CUSTOMER</b>	Customer Feedback	Customer Experience - Customer Satisfaction - T&E	Quarterly	2021:-0.0%	At least: 80.0%	79.0%	60.0%	61.6%	68.0%	63.0%	69.3%	64.8%	70.7%		Up

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	Spark line	2023 Q4 direction of travel (DOT)
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	30.00		Up
					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 4, initial assessments were completed on average within a very positive 28 days. The indicator thus remains green and within agreed timescales for routine generic assessments. The thresholds for this measure are: red - more than 36 days, amber - 36 days, green - less than 36 days												
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		Up
					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. This remains a very pressured service, but one with a clear action plan to address the issues and improve support outcomes. In October 2023 we added an additional locum psychiatrist, on an initial 3 month contract now extended until March 2024, to focus entirely on ADHD assessments which should impact on waiting times. We are waiting on an application for additional funding to maintain the contracting of autism assessments to private providers (Islands Autism and Options 8) and bring in additional staff capacity to manage the demand for assessments and follow up treatment support. . The thresholds for this measure are: red - more than 13 weeks, green - 13 weeks or less												
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%		Down
					91% of care leavers were in suitable accommodation at the end of the year. This figure is due to young people either being in La Moye or being unable to access suitable accommodation due to not having housing qualifications. A proposal has been completed for Ministerial escalation to provide these young people with housing qualifications in order that they can move into their own suitable accommodation when they are ready to live independently. The thresholds for this measure are red - fewer than 86%, green - greater than 86%.												
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%		Up
					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. The rate has been gradually increasing since Q3 2022 although we continue to compare favourably with benchmarking data - below our statistical neighbours rate of 24.5% although higher than the latest figure for England of 23%. 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.												
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%		Level
					This measure 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. After a drop in November, performance recovered in December to 97% - this is an improvement from the 86% reported for December 2022. The thresholds for this measure are red - fewer than 90%, amber - 90% - 95%, green - greater than 95%.												



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	Spark line	2023 Q4 direction of travel (DOT)
SPM283	MCE	CYPES	Children's Social Care	% Child and Family Assessments completed within 45 days	Quarterly	2018:- 0.0%	At least: 95.0%					89.7%	96.5%	98.6%	98.0%		Down
					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. Month on month the performance in this regard has increased and at 100% currently is well above the England rate of 87.6%. Performance in this area has remained consistently high throughout Q4. The thresholds for this measure are red - fewer than 90%, amber - 90% - 95%, green - greater than 95%.												
SPM284	MCE	CYPES	Children's Social Care	% of children who have a repeat Child Protection Plan within two years	Quarterly	2019:- 21.6%	At most: 10.0%					28.3%	25.1%	26.6%	26.5%		Level
					Twelve individual children (including sibling groups) were subject to repeat registrations during Q4. Learning identified from dip sample of these children has identified learning around professionals' understanding of thresholds, and drift in planning and actions. There is now a process in place where the Head of Service is notified by the child protection advisor of any Child Protection re-registrations. There are regular consultations between the Team manager of the Child Protection Advisors and Family Safeguarding Teams. The re-registrations in December 2023 show evidence of this work being undertaken. This will allow the service to learn and offer training to colleagues moving forward. Further audit work is to be undertaken to fully understand the circumstances which led to the re registration of children and to identify additional learning and recommendations for the service. The thresholds for this measure are red - greater than 15%, amber - 10% - 15%, green - fewer than 10%.												
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%		Down
					Placement stability reduced from 64% to 48.5% in 2023. 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. The reported figures capture children who have been in care for more than 2.5 years and who had been in the same placement for a 2 year period. In this cohort there were 33 children in December 2023 and therefore the figure for long term placement instability was in regard to 16 children. Of these 16 children less than 5 are not living in their planned long term home (*excluding the children in hospital or in secure accommodation) The thresholds for this measure are red - less than 74.75%, green - greater than 74.75%.												
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%		Down
					The number of care leavers in Education, Employment or training has reduced from 55% to 50.6% The service acknowledges that it wants to increase this % and be aspirational for our care leavers. However, it is important to note the relatively small number of care leavers (79) and therefore this figure is in relation to 39 care leavers. Of those 39 care leavers, almost 50% were either unable or exempt from the ET criteria, due to a range of reasons including parenting, sickness and other circumstances although still reported in the cohort in line with the DfE guidance. In order to support care leavers back into employment and education the following actions are being taken forward:  Continue to work with the DfE and local authorities												
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%		Up
					This measures the percentage of children referred to Early Help by Children's Social Care who are allocated a lead worker. In Q4, performance was above the baseline. Only a small number did not transfer to an Early Help lead worker because needs increased and a decision to continue Children's Social Care support was made before transfer. Thresholds for this measure are red: less than 80%, amber 80-84.9%, green 85% and above												
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%		N/A
					** PROVISIONAL DATA. DOT not provided due to change in methodology**												
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%		
					We have seen positive performance on this measure, with 84.4% of Year 2 children reaching age related expectations in reading, writing and mathematics. The package of support that came to an end in December 2023 to address Education catch up following Covid has contributed towards this performance, as well as additional inclusion funding to support our pupils with the most needs. Our thresholds for this measure are red – less than 80.2%, amber 80.2 - 81.5% and green, 81.6% and above.												

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	Spark line	2023 Q4 direction of travel (DOT)
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%		Up
					We have seen positive improvement on this measure, with 82.2% of Year 6 children reaching age related expectations for reading, writing and mathematics. The package of support that was put in place to support Education catch up following Covid has contributed towards this improved performance, as well as additional inclusion funding to support our pupils with the most needs. This moderated Teacher Assessed measure at the end of Primary stage provides a rounder measure of attainment for Jersey pupils than KS2 tests provide, but is not suitable for benchmarking against locations outside Jersey. Our thresholds for this measure are red – less than 75.7%, amber 75.7-78.7% and green, 78.8% and above.												
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%		Up
					In 2023, we are pleased to report that 62.3% of children in our GoI schools achieved expected outcomes at the end of the Early Years Foundation Stage in all 17 early Learning Goals. In addition, 90% of all children were demonstrating high levels of well being and high levels of involvement. We have seen a slight decrease overall for the prime areas of learning which is something we need to address in order for children to have a solid foundation on which to build further learning, however a pleasing outcome is a rise in achievement in the specific areas of learning, which includes literacy and maths following a focus on these areas in our training and development plan. Our ambition is to reach 67% on this measure in 2024 and 70% in 2025. We have set thresholds of red – less than 61.1%, amber 61.2-69.9% and green, 70% and above.												
SPM93	MCE	CYPES	Education	Average Point Score at Key Stage 5	Annually	2016:- 35.9	At least: 35.9				40.20				34.90		N/A
					** PROVISIONAL DATA. DOT not provided due to change in methodology**												
SPM288	MCE	CYPES	Education	Average rate of exclusions from school	Quarterly	2018:- 6.2%	At most: 4.2%					5.9%		6.9%	8.0%		Up
					We continue to see an increase in exclusions and additional support is being focussed on this area, including the updating of policies, monitoring of part time timetables, training of SENCO's and supporting schools with lead officers from the SEND department. The thresholds for this measure are green – less than 4.2%, amber 4.3-6.1%, red 6.2% and above.												
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%		Down
					Considerable work has been put in place through collaboration of the Education Welfare Officer Team , La Passerelle Outreach Service and a new Transition Lead Post focussing on young people with SEMH who have had long term absence post Covid-19 . We are also tracking those on a part time timetable and supporting increased attendance for those pupils. This is seeing a consistent reduction of long term absence with re-integration in to schools a priority. The thresholds for this measure are green – less than 23.5%, amber 23.5- 26%, red 26.1% and above.												
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%		Up
					Since the global pandemic, the college has seen a rise in positive destinations for students studying at Highlands, remaining consistent with 2021/22 figures. Positive destinations for this academic year = 93.5%. The college has introduced a new system called Purlos which provides us with a comparison to intended destinations. Purlos sends WhatsApp messages to students requesting information regarding their actual destination. A combination of internal and external data identified that 93% of Highlands students have a positive destination 6 months after completing their course with 90% (+20% above the UK benchmark) of students having left the college progressing to a positive destination. Our thresholds for this measure are <70% red, 70-79.9% amber, 80% and above green.												
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%		Up
					It is very reassuring to acknowledge the percentage increase on this measure following the pandemic. It evidences that young people have returned to their youth projects in a way we would have hoped and expected. Our thresholds for this measure are red – less than 30%, amber 30 - 32.9% and green, 33% and above.												
SPM73	MCE	CYPES	Skills	% of apprentices who complete their apprenticeship	Annually	2016:- 96.0%	At least: 90.0%				94.0%				96.0%		Up
					Completion rates for the apprenticeship programme rose to match the consistent high standard of 2018-2020, with 96% of apprentices completing the programme in 2023. Thresholds for this measure are red – below 85%, amber 85-89.9%, green 90% and above												
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%		Up
					Skills Jersey supported 82% of students involved in coaching and mentoring programmes to achieve positive destinations, such as further study or employment. This has risen steadily and led to the new approach of combining provisions available to young people unsure of what their next steps are. Investment from 2024 will bring provisions together to understand barriers to success and improve the transition offering for young people moving from education to employment.												

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	Spark line	2023 Q4 direction of travel (DOT)	
SPM295	MEDTSC	ECON	Cyber Emergency Response Team	Number of residents/organisations engaged directly by CERT	Quarterly	2021:-	At least: 1,000					1,373	1,000	1,611	2,304		Up	
SPM296	MEDTSC	ECON	Economists	No of economic reports that are published and add value to the understanding of the Jersey economy	Annually	-	At least:								10		*	
This is the first year this is being tracked and we are looking to improve year on year.																		
SPM297	MTR	ECON	All Economy	Status of completed actions on the National Financial Crime Strategy and Action Plan 2022-2026	Annually	2023:- 73	At least:								31		*	N/A
SPM298	MTR	ECON	Financial Services	Satisfaction of industry with business environment/Government initiatives/support for financial services	Annually	-									51		*	N/A
Based on a qualitative survey of 14 senior Financial Trade Association personnel addressing their satisfaction with 10 government initiatives / support. The final value presented is an aggregation of the mean scores (out of ten) for each of the 10 initiatives / supports addressed in the report and is therefore a score out of a possible score of 100.																		
SPM299	MTR	ECON	Financial Services	Number of people employed in the Financial Services industry	Annually	- 13,590	At least: 13,590								13,660		*	N/A
This value relates to June 2023 (taken from the latest labour market report). Data relating to the end of 2023 will not be available until April 2024																		
SPM293	MEDTSC	ECON	Local Economy - Arts	No. of island residents visiting heritage sites annually	Annually	- 55,000	At least: 55,000								56,494		*	Up
Baseline number downgraded from 70,000 to 55,00 due to an IT glitch at JHT that appeared to double count some of the visitor numbers at a number of their sites. Now remedied																		

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	Spark line	2023 Q4 direction of travel (DOT)
SPM120	MEDTSC	ECON	Local Economy - HNW	Number of high value residency approvals	Quarterly	-: 4	At least: 4				16	8	1	16	4		Down
Total of 29 for the year. Second best year ever.																	
SPM112	MEDTSC	ECON	Local Economy - Visitor & Retail	Increase visitor spend (measured by an exit survey)	Annually	-: £280,000,000	At least: £280,000,000				£231,000,000						Up
SPM130	MEDTSC	ECON	Local Economy - Visitor & Retail	Optimise/ increase visitor numbers (measured by an exit survey)	Annually	-: 771,000	At least: 771,000				473,000						Up
SPM291	MEDTSC	ECON	Local Economy - Arts	% of all population having attended at least 1 cultural event in the last 12 months – JOLS survey	Annually	-: 71.0%	At least: 71.0%										
This question was not included in the 2023 JOLS survey so a value cannot be provided.																	
SPM292	MEDTSC	ECON	Local Economy - Arts	% of all population rating provision of cultural activities as 'good' or 'very good' – JOLS survey	Annually	-: 60.0%	At least: 60.0%								55.0%		N/A
Baseline figure and target originally erroneously set to 83%. This was correct in January 2024 (based on the value from JOLS 2022). This year's figure (55%) is below the target of 60%: factors contributing to this include (1) the continued closure of the Opera House (Jersey's flagship venue) and (2) data indicates those more able to get by financially, rate the provision significantly higher - in these times of financial hardship efforts need to be made to ensure that provision is reaching all economic groups equally.																	
SPM294	MEDTSC	ECON	Local Economy - Heritage	No. of non-resident island visitors to heritage sites annually	Annually	-: 120,000	At least: 120,000								130,549		Up
Baseline number downgraded from 150,000 to 120,000 due to an IT glitch at JHT that appeared to double count some of the visitor numbers at a number of their sites. Now remedied																	
SPM110	MEDTSC	ECON	Local Economy - Growth and trade	Direct Business Support: Jersey Business Net Promoter Score	Annually	2015:- 1	At least: 1				55				56		Level
SPM128	MEDTSC	ECON	Local Economy - Growth and trade	Number of businesses supported by Jersey Business Ltd - advisory support provided	Quarterly	-: 150	At least: 150	218	218	218	218	143	145	160	144		Down
Quarterly figures are the 'point in time' businesses being supported. Going forward this should be changed to a cumulative annual figure which gives a better representation of businesses supported.																	

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	Spark line	2023 Q4 direction of travel (DOT)
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: 150	209	151	146	256	206	173	131	147		Up
								Annual target 600 = Quarterly target 150									
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: 50					90	74	31	60		Up
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	2022:-	At least: 1					1	5	2	2		Level
SPM302	MER	EXT REL	External Relations	Percentage of international sanctions notifications published within one business day.	Quarterly	2022:- 0.0%	At least: 90.0%					97.1%	100.0%	97.0%	98.0%		Level

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	Spark line	2023 Q4 direction of travel (DOT)
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%		Down
					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.												
SPM146	MHSS	HCS	Cross Cutting JCM Outcome	Acute bed occupancy at midnight (EL & NEL)	Quarterly	2022:- 89.5%	At most: 80.0%	77.0%	73.0%	82.0%	87.6%	94.2%	90.4%	89.1%			
					Bed occupancy is monitored to ensure that the unit can operate safely whilst also ensuring that the unit size is appropriate for the current demand. We calculate General & Acute (G&A) bed occupancy in line with NHS guidance. Latest data published for England shows 90.6% G&A bed occupancy in April-June 2023 and 89.7% in July-September 2023, so our figures are in line with these. Due to a system issue identified in Q4, occupancy reporting across time is not accurate. Decision taken to suspend reporting this indicator until the system fix is applied.												
SPM148	MHSS	HCS	Cross Cutting JCM Outcome	Acute elective length of stay	Quarterly	2022:- 2.5	At most: 3.0	2.10	2.30	2.10	2.49	1.91	2.32	3.15	2.79		Down
					Shorter lengths of stay are associated with improved clinical outcomes. Monitoring length of stay gives an indication of timely discharges and reduced bed blocking but is influenced by seasonal variation affecting acuity.												
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%		Up
					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.												
SPM144	MHSS	HCS	Mental Health	% Waited > 18 Weeks for Treatment with Jersey Talking Therapies	Quarterly	2022:- 52.0%	At most: 5.0%	47.0%	38.0%	56.0%	52.0%	47.8%	33.9%	45.1%	51.6%		Up
					The percentage of people waiting for treatment with JTT services is significantly higher than the standard derived from UK IAPT services. The service is doing well at achieving the access to initial assessment target of 90 days (97.5% in M12) but did not achieve the target of commencing treatment within 18 weeks. It is anticipated that a planned increase in staffing capacity will help to address this, along with an increased offer of group work.												
SPM158	MHSS	HCS	Mental Health	Mental Health Acute bed occupancy at midnight	Quarterly	2022:- 92.9%	At most: 88.0%	92.0%	93.0%	97.0%	93.0%	93.0%	94.0%	85.0%			<null>
					Bed occupancy is monitored to ensure that the unit can operate safely whilst also ensuring that the unit size is appropriate for the current demand. Due to a system issue identified in Q4, occupancy reporting across time is not accurate. Decision taken to suspend reporting this indicator until the system fix is applied.												
SPM157	MHSS	HCS	Mental Health	Mental Health Acute admissions per 100,000 registered population	Quarterly	2022:- 235	At most: 240	264	242	256	235	233	219	205	205		Level
					Rates of admission to mental health units can be reduced through early intervention in the community. The figure is a rolling 12 month average. In the year from 1st April 2022 to 31st March 2023, the average was 206.6 admissions per 100,000 population (NHS Benchmarking Network - 80 organisations submitting data)												

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	Spark line	2023 Q4 direction of travel (DOT)
SPM140	MHSS	HCS	Scheduled Care	% patients waiting > 90 days for Diagnostic procedure	Quarterly	2022:- 50.5%	At most: 25.0%	68.0%	52.0%	49.0%	50.5%	49.6%	70.8%	69.2%	66.3%		Down
The Diagnostic PTL has been impacted by the introduction of the new Electronic Patient Record (EPR) at the end of Q1. Work is continuing on validation of the waiting list as well as addressing the waiting list for Endoscopy																	
SPM141	MHSS	HCS	Scheduled Care	% patients waiting > 90 days for Elective Admission	Quarterly	2022:- 47.7%	At most: 25.0%	51.0%	55.0%	57.0%	47.7%	56.1%	58.1%	59.0%	56.7%		Down
HCS remains challenged across a number of specialties including Trauma and Orthopaedics, General Surgery, Ophthalmology, ENT and Gynaecology in relation to the % of patients waiting > 90 days. HCS is funded to complete additional ad-hoc activity through a variety of initiatives across all specialties. Extra sessions have taken place in Urology, General Surgery and Ophthalmology as a part of waiting list initiative.																	
SPM143	MHSS	HCS	Scheduled Care	% patients waiting > 90 days for first appointment	Quarterly	2022:- 44.5%	At most: 25.0%	41.0%	46.0%	47.0%	45.0%	38.1%	40.2%	45.8%	48.2%		Up
Various recovery schemes have impacted this metric although the rise in referrals and some speciality demand particularly in Q2, has reduced improved performance in 2024. The Commissioned Dental scheme, as well as reductions in Physiotherapy, Rheumatology and other specialties was observed. This scheme was funded to the end of 2023. Areas with particular challenges are Ophthalmology, Clinical Genetics, Trauma & Orthopaedics and Dermatology. Plans are in place for each of these services in 2024 to improve achievement of this SPM.																	
SPM161	MHSS	HCS	Scheduled Care	Outpatient DNA Rate	Quarterly	2022:- 7.7%	At most: 8.0%	7.2%	7.3%	7.7%	7.7%	7.1%	9.4%	14.5%	12.4%		Down
When a patient does not attend their booked appointment, that appointment could have been used for another patient. This contributes to increased waiting times. HCS aims to minimise DNAs by sending text message reminders to patients where possible - since the introduction of the new Electronic Patient Record (EPR) this has been less effective - patients need to opt in to receive their reminders																	
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		Down
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 speciality 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																	
SPM136	MHSS	HCS	Unscheduled Care	% commenced treatment within 60 minutes	Quarterly	2022:- 62.2%	At least: 90.0%	64.2%	59.0%	60.4%	62.2%	64.3%	54.3%	65.9%	74.3%		Up
The median time from patients arriving to commencing treatment in 2023 to date is 41 minutes. Patients attending the Emergency Department are triaged and patients of a higher clinical priority have treatment commenced on a priority basis.																	
SPM134	MHSS	HCS	Mental Health	% Adult acute admissions under MH Law	Quarterly	2022:- 48.0%	At most: 37.0%	32.0%	30.0%	41.5%	48.0%	34.2%	33.7%	52.4%	42.4%		Down
This indicator reflects the complexities of the admissions that cannot be cared for by home treatment and require MHL admission																	
SPM156	MHSS	HCS	Unscheduled Care	Emergency Department conversion rate	Quarterly	2022:- 16.7%	At most: 15.0%	18.0%	14.8%	14.3%	16.7%	16.5%	15.5%	14.0%	16.8%		Up
The ED conversion rate is the percentage of patients attending ED who are then admitted to the hospital. This tends to be lower in the summer when people present to ED with lower severity conditions. The overall position has therefore been affected by Q4. Overall our conversion rate benchmarks favourably. The RED RAG status is based on the central SPM criteria of not being within 5% of target - the operational target has a GREEN <15% and RED >20% in which case this value would qualify as AMBER.																	

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	Spark line	2023 Q4 direction of travel (DOT)
SPM304	MENV	IHE	Natural Environment	Milk sample testing, ensuring the island's milk is safe to drink	Annually	-: 31	At least: 31								31		N/A
Species availability for sampling, work planning																	
SPM305	MENV	IHE	Natural Environment	Keeping the 70 kms of dedicated footpaths and multiuser paths safe according to requirements of the Government Insurance and national guidelines	Quarterly	-: 700.0%	At least: 100.0%					100.0%	100.0%	100.0%	100.0%		Level
All countryside paths remained safe for public access. Storm Cianan caused some damage, but paths were immediately surveyed and where necessary closed to public access.																	
SPM306	MENV	IHE	Natural Environment	Water quality testing (streams, groundwater & coastal waters) to ensure protection of Jerseys water resources	Annually	-: 138	At least: 138					97			100		Up
Slightly up due to more monitoring being undertaken in line with the annual monitoring programme.																	
SPM307	MENV	IHE	Natural Environment	Channel Islands 'Today' weather forecasts accuracy	Quarterly	-: 95.0%	At least: 95.0%					95.9%	96.4%	97.2%	97.1%		Level
SPM181	MINF	IHE	Transport	Increase in passenger bus journeys	Quarterly	-: 1,010,573	At least: 1,061,102	749,305	1,127,250	1,314,378	1,010,573	997,706	1,340,349	1,553,793	1,098,548		Down
Target is 5% increase on baseline over the year which translates as an average of 1,061,102 per quarter. However, bus passenger numbers are seasonal so RAG rating is based on corresponding quarter in 2022.																	
SPM308	MINF	IHE	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%	2800.0%		Up
SPM309	MINF	IHE	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%		Level
SPM310	MINF	IHE	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%		Level
Slight increase in recycled material sent primarily due to seasonal recycling of plasterboard.																	
SPM311	MINF	IHE	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%		Level



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	Spark line	2023 Q4 direction of travel (DOT)
SPM312	MINF	IHE	Operations & Transport	Increase in the volume of Government fleet using EV or carbon reducing fuel (% of total fleet)	Quarterly	-> 50.0%	At least: 60.0%					56.2%	55.7%	71.5%	74.0%		Up
Additional EV operational and all Fire & Ambulance now using SGRD by Q4																	
SPM313	MINF	IHE	Operations & Transport	Mileage completed by Government fleet vehicles using EV or decarbonised fuel (% vs fossil fuel)	Quarterly	-> 50.0%	At least: 60.0%					66.0%	71.0%	74.0%	73.0%		Level
Minor dip, possibly relating to refuelling frequency and timing of ODO capture. Trend is not downward.																	
SPM314	MINF	IHE	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	-> 248,000	At least: 260,000						58,048	63,686	60,538		Down
Downturn due to the festivities in December, when activity levels fall - actual year on year performance for the quarter is up.																	
SPM303	MINF	IHE	Property and capital projects	Annual carbon emissions per sqM – Jersey Property Estate	Annually	2019-2021: -> .0									22		N/A
First reporting of this metric																	
SPM167	MENV	IHE	Regulation: Food safety	% of food businesses rated as 2 or 0 star	Quarterly	2019: -> 1.0%	At most: 1.0%	1.0%	1.0%	2.0%	2.0%	1.7%	1.9%	2.1%	1.9%		Down
SPM175	MENV	IHE	Regulation: Development & land	Planning - % of planning applications approved	Quarterly	2020: -> 70.0%	At least: 85.0%	81.0%	82.0%	84.0%	71.0%	76.0%	76.0%	82.0%	83.0%		Level

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	Spark line	2023 Q4 direction of travel (DOT)
SPM200	MHA	JHA	Ambulance	Number of 999 calls attended	Quarterly	2020:- 2,489	At most: 2,489	2,617	2,967	3,160	2,922	2,700	2,695	2,895	2,922		Level
Annual target is below 9957 (quarterly target 2489)																	
SPM206	MHA	JHA	Ambulance	Cat 1 Mean Average response time	Quarterly	2021:- 7.0	At most: 7.0	8	7	8	7	8	6.80	7.52	6.75		Down
SPM207	MHA	JHA	Ambulance	Cat 2 Mean average response time	Quarterly	2021:- 18.0	At most: 18.0	10	9	9	10	9	9.52	10.08	9.58		Down
Value increased from 9.45 to 9.58 in Jan 2024 due to slight control version error																	
SPM191	MHA	JHA	Customs & Immigration	% of non-express passports processed within 6 weeks	Quarterly	2020:- 100.0%	At least: 100.0%	95.0%	0.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%		Level
SPM210	MHA	JHA	Customs & Immigration	Value of drug seizures	Quarterly	2020:- £500,000	At least: £125,000	£37,700	£260,000	£100,000	£160,000	£390,000	£100,000	£890,000	£322,000		Down
Annual Target is £500,000 - quarterly target £125,000																	
SPM211	MHA	JHA	Customs & Immigration	Value of duties collected (excise, import GST and CCT)	Quarterly	2020:- £15,700,000	At least: £15,700,000	£15,400,000	£19,100,000	£18,100,000	£21,300,000	£17,400,000	£20,063,500	£19,268,000	£22,599,000		Up
SPM212	MHA	JHA	Customs & Immigration	Number of goods consignments processed	Quarterly	2020:- 725,000	At least: 725,000	752,678	850,000	930,000	1,145,440	994,053	1,031,105	1,006,342	1,152,334		Up
Annual target is 2.9M - quarterly target is 725,000.																	
SPM213	MHA	JHA	Customs & Immigration	Number of goods declarations processed	Quarterly	2020:- 136,000	At least: 34,000	48,696	54,000	53,800	61,529	54,812	51,681	58,103	65,297		Up
Annual target is 136,000 - Quarterly target 34,000																	

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	Spark line	2023 Q4 direction of travel (DOT)
SPM188	MHA	JHA	Fire & rescue	% of emergency response within target	Quarterly	2020:- 50.9%	At least: 50.9%				32.0%	51.0%	55.7%	55.6%	51.1%		Down
SPM189	MHA	JHA	Fire & rescue	% of high-risk premises inspected	Quarterly	2020:- 18.1%	At least: 18.1%				14.7%	12.0%	37.0%	40.0%	79.0%		Up
SPM192	MHA	JHA	Fire & rescue	% of Safe and Well visits for target risk groups	Quarterly	2020:- 95.9%	At least: 95.9%	85.0%	100.0%	100.0%	92.2%	71.0%	98.0%	90.0%	68.0%		Down
Actual number of total 'Safe and well' visits increased significantly for this quarter (more than doubling from 35 to 76) but this had the consequence of reducing the proportion to target risk groups. The actual number of visits to target risk groups did not reduce.																	
SPM195	MHA	JHA	Fire & rescue	No. of emergencies	Quarterly	2020:- 227	At most: 227	264	275	348	299	284	312	390	436		Up
Annual target is below 907 - quarterly target 227																	
SPM196	MHA	JHA	Fire & rescue	No. Of fatal fire injuries	Quarterly	2020:-	At most:	0	0	0	11	0	0	0	0		Level
SPM197	MHA	JHA	Fire & rescue	No. Of non-fatal fire injuries	Quarterly	2020:- 2	At most: 2		2	0	0	2	3	3	2		Down
SPM198	MHA	JHA	Fire & rescue	No. of reportable injuries to firefighters	Quarterly	2020:-	At least:	0	0	0	2	0	0	0	0		Level
SPM199	MHA	JHA	Fire & rescue	No. Of Safe and Well Visits	Quarterly	2020:- 25	At least: 25	59	56	48	51	48	25	35	76		Up
Annual target 99 visits, quarterly target 25 visits																	

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	Spark line	2023 Q4 direction of travel (DOT)
SPM201	MHA	JHA	Health & Safety Inspectorate	Number of proactive inspections made to high risk workplaces	Quarterly	2021:- 67	At least: 67	75	100	45	36	22	9	33	34		Up
					Annual target is at least 268 - quarterly target at least 67. The target for proactive inspections has been revised down for 2024 and the 2023 Q4 totals fall within the expected refreshed target range. The previous targets had been based on volumes linked to												
SPM208	MHA	JHA	Health & Safety Inspectorate	Response time to complaints about working activities (in accordance with HSI complaints policy)CAT1	Quarterly	2011:- 100.0%	At least: 100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		Level
SPM209	MHA	JHA	Health & Safety Inspectorate	Response time to complaints about working activities (in accordance with HSI complaints policy)CAT2	Quarterly	2011:- 95.0%	At least: 95.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		Level
SPM193	MHA	JHA	Prison	% of convicted prisoners with a discharge plan in place	Quarterly	2019:- 98.0%	At least: 98.0%	89.0%	100.0%	100.0%	100.0%	95.0%	99.0%	75.0%	98.0%		Up
SPM194	MHA	JHA	Prison	Average amount of hours that prisoners spend out of the cell during a day.	Annually	2021:- 5.5	At least: 5.5	5.40	6.08	6.08	5.44	7.18	8.13	7.67	6.95		Down
					Value updated from 6.71 hours in Feb 2024 following re-analysis of data												
SPM203	MHA	JHA	Prison	Prisoners engaged in learning / employment programmes.	Annually	2021:- 2	At least: 2	2	2	2	2	4	4	4	3		Down
					Value updated from 3 hours in Feb 2024 following re-analysis of data												
SPM315	MHA	JHA	Prison	Convicted prisoners with employment in place when leaving prison	Quarterly		At least: 100.0%					59.0%	58.0%	68.0%	78.0%		Up
					A number of prisoners are released who are not eligible for employment due to various factors, Health and Retirement age and not suitable for work. Prisoners are supported in applying for employment whilst in prison through reintegration team and working alongside Back to work and engaging individual employers in the Employment Education and Training pathway												
SPM316	MHA	JHA	Prison	Convicted prisoners with accommodation in place when leaving prison	Quarterly		At least: 100.0%					70.0%	83.0%	71.0%	57.0%		Down
					It is extremely difficult to find suitable stable accommodation for people leaving prison due to lack of availability and cost involved in deposits. Prisoners are supported with accommodation needs through reintegration working closely with CLS and temp housing providers. Work within the accommodation pathway is seeking to engage the private sector landlords to offer further choice												
SPM317	MHA	JHA	Prison	Prisoners remanded by the court with accommodation in place when leaving prison	Quarterly		At least: 100.0%					56.0%	100.0%	60.0%	60.0%		Level
					This is difficult to track due to short length of time some prisoners are on remand.												
SPM318	MHA	JHA	Prison	Prisoners remanded by the court with employment in place when leaving prison	Quarterly		At least: 100.0%					22.0%	75.0%	40.0%	23.0%		Down
					This is difficult to track due to short length of time some prisoners are on remand.												
SPM319	MHA	JHA	Prison	Rate of prisoners that are drug tested as part of the Random Testing Program	Quarterly	2021:- 20.0%	At least: 20.0%					20.0%	20.0%	20.0%	20.0%		Level
SPM320	MHA	JHA	Prison	Rate of positive drug tests from the Random Testing Program	Quarterly	2022:- 6.6%	At most: 6.6%					14.6%	9.4%	4.0%	7.0%		Up
					This is a result of changes in drug testing (prison improved list substances prisoners are tested for).												

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	Spark line	2023 Q4 direction of travel (DOT)
SPM248	MTR	T&E	Finance Hub	% of Income received via digital channels	Quarterly	2021:- 90.0%	At least: 90.0%	90.0%	89.0%	89.0%	87.0%	89.0%	89.0%	92.0%	90.0%		Level
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%						Down
This data has been captured Annually rather than quarterly due to implementation of Connect. Currently unavailable, this measure will be updated with 2023 data as soon as it is available.																	
SPM251	MTR	T&E	Finance Hub	% of invoices paid electronically	Quarterly	2021:- 98.0%	At least: 99.0%	99.0%	99.0%	99.0%	98.0%	99.0%	99.0%	99.0%	99.0%		Level
SPM258	MTR	T&E	Finance Hub	% suppliers paid within an average of 30 days and average number of 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%		Level
SPM252	MTR	T&E	Revenue Jersey	% of personal tax returns completed online	Quarterly	2022:- 30.0%	At least: 30.0%	41.5%	36.0%	48.0%	34.0%	53.0%	45.5%	51.0%	51.0%		Level
SPM262	MTR	T&E	Revenue Jersey	Average time to answer calls (year to date)	Quarterly	2021:- 6.5	At most: 7.5	4.28	4.38	5.63	5.15	5.22	5.03	6.45	5.47		Level
SPM263	MTR	T&E	Revenue Jersey	Cost to collect £1 of revenue	Annually	2020:- .7	At most: .7				1				1.09		Level
There has been approval of business cases to bolster the service component of operations, which has increased the salaries expense.																	
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%		Down
SPM255	MTR	T&E	Treasury & Exchequer	% of C&AG, PAC and Scrutiny recommendations outstanding at the start of the year implemented during the year	Annually		At least: 50.0%	14.0%	33.0%	43.0%	63.0%	31.0%			63.0%		Up
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%		Down
2023 saw outperformance of benchmark by 1.3%. (10.7% actual vs 9.4% benchmark)																	
SPM259	MTR	T&E	Treasury and Investment Management: Shareholder	5 year moving average % increase in shareholding value year on year	Annually						-2.4%						
We won't have determined the 2023 values until mid-February given the year-end process																	