

## IPS performance data 2009 to 2010

### Performance target metrics for passport services

#### Key

Y Target met

X Target not met

w Year-end total (budgetary targets - unit cost per passport and certificate - are measured on an annual basis)

N/A Data not available

March 2010

Operation	Month	Year to date
To answer 90% of telephone calls within 30 seconds	Y	Y
To reduce the level of undetected application fraud to below 0.08% of passport applications	X	X
To deliver 99.5% of straightforward partner, postal and online applications within 10 working days	Y	Y
To see 95% of personal callers within 20 minutes of their appointment time	Y	Y
To achieve a customer satisfaction rating of at least 95%	N/A	Y
To provide responses to correspondence and requests for information in line with published service standards	Y	Y
To achieve a unit cost for passports of no more than £71.50	Y	Y
To increase involvement in, and contribution to, the investigation of serious and organised crime	Y	Y
A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	W	Y
To meet Home Office diversity targets	W	X
To achieve a per capita absence rate of no more than 10.2 days per person	W	Y
52% of IPS posts are filled by internal promotion	W	X
Staff engagement survey benchmarks favourably with other government departments	W	X

February 2010

Operation	Month	Year to date
To answer 90% of telephone calls within 30 seconds	Y	Y
To reduce the level of undetected application fraud to below 0.08% of passport applications	X	X

February 2010

<b>Operation</b>	<b>Month</b>	<b>Year to date</b>
To deliver 99.5% of straightforward partner, postal and online applications within 10 working days	Y	Y
To see 95% of personal callers within 20 minutes of their appointment time	Y	Y
To achieve a customer satisfaction rating of at least 95%	Y	Y
To provide responses to correspondence and requests for information in line with published service standards	Y	Y
To achieve a unit cost for passports of no more than £71.50	W	W
To increase involvement in, and contribution to, the investigation of serious and organised crime	Y	Y
A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	W	W
To meet Home Office diversity targets	W	W
To achieve a per capita absence rate of no more than 10.2 days per person	W	W
52% of IPS posts are filled by internal promotion	W	W
Staff engagement survey benchmarks favourably with other government departments	W	W

January 2010

<b>Operation</b>	<b>Month</b>	<b>Year to date</b>
To answer 90% of telephone calls within 30 seconds	Y	Y
To reduce the level of undetected application fraud to below 0.08% of passport applications	Y	Y
To deliver 99.5% of straightforward partner, postal and online applications within 10 working days	Y	Y
To see 95% of personal callers within 20 minutes of their appointment time	Y	Y
To achieve a customer satisfaction rating of at least 95%	Y	Y
To provide responses to correspondence and requests for information in line with published service standards	Y	Y
To achieve a unit cost for passports of no more than £71.50	W	W
To increase involvement in, and contribution to, the investigation of serious and organised crime	Y	Y
A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	W	W
To meet Home Office diversity targets	W	W
To achieve a per capita absence rate of no more than 10.2 days per person	W	W
52% of IPS posts are filled by internal promotion	W	W

January 2010

<b>Operation</b>	<b>Month</b>	<b>Year to date</b>
Staff engagement survey benchmarks favourably with other government departments	W	W

December 2009

<b>Operation</b>	<b>Month</b>	<b>Year to date</b>
To answer 90% of telephone calls within 30 seconds	Y	Y
To reduce the level of undetected application fraud to below 0.08% of passport applications	Y	X
To deliver 99.5% of straightforward partner, postal and online applications within 10 working days	Y	Y
To see 95% of personal callers within 20 minutes of their appointment time	Y	Y
To achieve a customer satisfaction rating of at least 95%	Y	Y
To provide responses to correspondence and requests for information in line with published service standards	Y	Y
To achieve a unit cost for passports of no more than £71.50	W	W
To increase involvement in, and contribution to, the investigation of serious and organised crime	Y	Y
A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	W	W
To meet Home Office diversity targets	W	W
To achieve a per capita absence rate of no more than 10.2 days per person	W	W
52% of IPS posts are filled by internal promotion	W	W
Staff engagement survey benchmarks favourably with other government departments	W	W

November 2009

<b>Operation</b>	<b>Month</b>	<b>Year to date</b>
To answer 90% of telephone calls within 30 seconds	Y	Y
To reduce the level of undetected application fraud to below 0.08% of passport applications	Y	X
To deliver 99.5% of straightforward partner, postal and online applications within 10 working days	Y	Y
To see 95% of personal callers within 20 minutes of their appointment time	Y	Y
To achieve a customer satisfaction rating of at least 95%	Y	Y
To provide responses to correspondence and requests for information in line with	Y	Y

November 2009

<b>Operation</b>	<b>Month</b>	<b>Year to date</b>
published service standards		
To achieve a unit cost for passports of no more than £71.50	W	W
To increase involvement in, and contribution to, the investigation of serious and organised crime	Y	Y
A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	W	W
To meet Home Office diversity targets	W	W
To achieve a per capita absence rate of no more than 10.2 days per person	W	W
52% of IPS posts are filled by internal promotion	W	W
Staff engagement survey benchmarks favourably with other government departments	W	W

October 2009

<b>Operation</b>	<b>Month</b>	<b>Year to date</b>
To answer 90% of telephone calls within 30 seconds	Y	Y
To reduce the level of undetected application fraud to below 0.08% of passport applications	Y	X
To deliver 99.5% of straightforward partner, postal and online applications within 10 working days	Y	Y
To see 95% of personal callers within 20 minutes of their appointment time	Y	Y
To achieve a customer satisfaction rating of at least 95%	Y	Y
To provide responses to correspondence and requests for information in line with published service standards	Y	Y
To achieve a unit cost for passports of no more than £71.50	W	W
To increase involvement in, and contribution to, the investigation of serious and organised crime	Y	Y
A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	W	W
To meet Home Office diversity targets	W	W
To achieve a per capita absence rate of no more than 10.2 days per person	W	W
52% of IPS posts are filled by internal promotion	W	W
Staff engagement survey benchmarks favourably with other government departments	W	W

September 2009

<b>Operation</b>	<b>Month</b>	<b>Year to date</b>
To answer 90% of telephone calls within 30 seconds	Y	X
To reduce the level of undetected application fraud to below 0.08% of passport applications	Y	X
To deliver 99.5% of straightforward partner, postal and online applications within 10 working days	Y	Y
To see 95% of personal callers within 20 minutes of their appointment time	Y	Y
To achieve a customer satisfaction rating of at least 95%	Y	Y
To provide responses to correspondence and requests for information in line with published service standards	Y	Y
To achieve a unit cost for passports of no more than £71.50	W	W
To increase involvement in, and contribution to, the investigation of serious and organised crime	Y	Y
A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	W	W
To meet Home Office diversity targets	W	W
To achieve a per capita absence rate of no more than 10.2 days per person	W	W
52% of IPS posts are filled by internal promotion	W	W
Staff engagement survey benchmarks favourably with other government departments	W	W

August 2009

<b>Operation</b>	<b>Month</b>	<b>Year to date</b>
To answer 90% of telephone calls within 30 seconds	Y	X
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To deliver 99.5% of straightforward partner, postal and online applications within 10 working days	Y	Y
To see 95% of personal callers within 20 minutes of their appointment time	Y	Y
To achieve a customer satisfaction rating of at least 95%	Y	Y
To provide responses to correspondence and requests for information in line with published service standards	Y	Y
To achieve a unit cost for passports of no more than £71.50	W	W
To increase involvement in, and contribution to, the investigation of serious and organised crime	Y	Y
A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	W	W
To meet Home Office diversity targets	W	W
To achieve a per capita absence rate of no more than 10.2 days per person	W	W

August 2009

<b>Operation</b>	<b>Month</b>	<b>Year to date</b>
52% of IPS posts are filled by internal promotion	W	W
Staff engagement survey benchmarks favourably with other government departments	W	W

July 2009

<b>Operation</b>	<b>Month</b>	<b>Year to date</b>
To answer 90% of telephone calls within 30 seconds	Y	X
To reduce the level of undetected application fraud to below 0.08% of passport applications	X	X
To deliver 99.5% of straightforward partner, postal and online applications within 10 working days	Y	Y
To see 95% of personal callers within 20 minutes of their appointment time	Y	Y
To achieve a customer satisfaction rating of at least 95%	Y	Y
To provide responses to correspondence and requests for information in line with published service standards	Y	Y
To achieve a unit cost for passports of no more than £71.50	W	W
To increase involvement in, and contribution to, the investigation of serious and organised crime	N/A	N/A
A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	W	W
To meet Home Office diversity targets	W	W
To achieve a per capita absence rate of no more than 10.2 days per person	W	W
52% of IPS posts are filled by internal promotion	W	W
Staff engagement survey benchmarks favourably with other government departments	W	W

June 2009

<b>Operation</b>	<b>Month</b>	<b>Year to date</b>
To answer 90% of telephone calls within 30 seconds	Y	Y
To reduce the level of undetected application fraud to below 0.08% of passport applications	X	X
To deliver 99.5% of straightforward partner, postal and online applications within 10 working days	Y	Y
To see 95% of personal callers within 20 minutes of their appointment time	Y	Y
To achieve a customer satisfaction rating of at least 95%	Y	Y

June 2009

<b>Operation</b>	<b>Month</b>	<b>Year to date</b>
To provide responses to correspondence and requests for information in line with published service standards	Y	Y
To achieve a unit cost for passports of no more than £71.50	W	W
To increase involvement in, and contribution to, the investigation of serious and organised crime	N/A	N/A
A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	W	W
To meet Home Office diversity targets	W	W
To achieve a per capita absence rate of no more than 10.2 days per person	W	W
52% of IPS posts are filled by internal promotion	W	W
Staff engagement survey benchmarks favourably with other government departments	W	W

May 2009

<b>Operation</b>	<b>Month</b>	<b>Year to date</b>
To answer 90% of telephone calls within 30 seconds	X	X
To reduce the level of undetected application fraud to below 0.08% of passport applications	X	X
To deliver 99.5% of straightforward partner, postal and online applications within 10 working days	Y	Y
To see 95% of personal callers within 20 minutes of their appointment time	Y	Y
To achieve a customer satisfaction rating of at least 95%	Y	Y
To provide responses to correspondence and requests for information in line with published service standards	Y	Y
To achieve a unit cost for passports of no more than £71.50	W	W
To increase involvement in, and contribution to, the investigation of serious and organised crime	Y	Y
A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	W	W
To meet Home Office diversity targets	W	W
To achieve a per capita absence rate of no more than 10.2 days per person	W	W
52% of IPS posts are filled by internal promotion	W	W
Staff engagement survey benchmarks favourably with other government departments	W	W

April 2009

<b>Operation</b>	<b>Month</b>	<b>Year to date</b>
To answer 90% of telephone calls within 30 seconds	Y	Y
To reduce the level of undetected application fraud to below 0.08% of passport applications	X	X
To deliver 99.5% of straightforward partner, postal and online applications within 10 working days	Y	Y
To see 95% of personal callers within 20 minutes of their appointment time	Y	Y
To achieve a customer satisfaction rating of at least 95%	Y	Y
To provide responses to correspondence and requests for information in line with published service standards	Y	Y
To achieve a unit cost for passports of no more than £71.50	W	W
To increase involvement in, and contribution to, the investigation of serious and organised crime	N/A	N/A
A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	W	W
To meet Home Office diversity targets	W	W
To achieve a per capita absence rate of no more than 10.2 days per person	W	W
52% of IPS posts are filled by internal promotion	W	W
Staff engagement survey benchmarks favourably with other government departments	W	W



## Performance target metrics for certificate services.

### Key

**Y** Target met

**X** Target not met

**YE** Year-end total (budgetary targets - unit cost per passport and certificate - are measured on an annual basis)

**N/A** Data not available

March 2010

Opereation	Month	Year to date
To produce 90% of vital event certificates requested within 10 days	X	Y
To achieve a unit cost for certificates of no more than £8.21	X	Y
To increase involvement in, and contribution to, the investigation of serious and organised crime	Y	Y
A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	W	Y
To meet Home Office diversity targets	W	X
To achieve a per capita absence rate of no more than 10.2 days per person	W	Y
52% of IPS posts are filled by internal promotion	W	Y
Staff engagement survey benchmarks favourably with other government departments	W	Y

February 2010

Opereation	Month	Year to date
To produce 90% of vital event certificates requested within 10 days	Y	Y
To achieve a unit cost for certificates of no more than £8.21	X	Y
To increase involvement in, and contribution to, the investigation of serious and organised crime	Y	Y
A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	W	W
To meet Home Office diversity targets	W	W
To achieve a per capita absence rate of no more than 10.2 days per person	W	W
52% of IPS posts are filled by internal promotion	W	W

February 2010

<b>Opereation</b>	<b>Month</b>	<b>Year to date</b>
Staff engagement survey benchmarks favourably with other government departments	W	W

January 2010

<b>Opereation</b>	<b>Month</b>	<b>Year to date</b>
To produce 90% of vital event certificates requested within 10 days	Y	Y
To achieve a unit cost for certificates of no more than £8.21	Y	Y
To increase involvement in, and contribution to, the investigation of serious and organised crime	Y	Y
A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	W	W
To meet Home Office diversity targets	W	W
To achieve a per capita absence rate of no more than 10.2 days per person	W	W
52% of IPS posts are filled by internal promotion	W	W
Staff engagement survey benchmarks favourably with other government departments	W	W

December 2009

<b>Opereation</b>	<b>Month</b>	<b>Year to date</b>
To produce 90% of vital event certificates requested within 10 days	Y	Y
To achieve a unit cost for certificates of no more than £8.21	X	Y
To increase involvement in, and contribution to, the investigation of serious and organised crime	Y	Y
A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	W	W
To meet Home Office diversity targets	W	W
To achieve a per capita absence rate of no more than 10.2 days per person	W	W

December 2009

<b>Opereation</b>	<b>Month</b>	<b>Year to date</b>
52% of IPS posts are filled by internal promotion	W	W
Staff engagement survey benchmarks favourably with other government departments	W	W

November 2009

<b>Opereation</b>	<b>Month</b>	<b>Year to date</b>
To produce 90% of vital event certificates requested within 10 days	Y	Y
To achieve a unit cost for certificates of no more than £8.21	X	Y
To increase involvement in, and contribution to, the investigation of serious and organised crime	Y	Y
A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	W	W
To meet Home Office diversity targets	W	W
To achieve a per capita absence rate of no more than 10.2 days per person	W	W
52% of IPS posts are filled by internal promotion	W	W
Staff engagement survey benchmarks favourably with other government departments	W	W

October 2009

<b>Opereation</b>	<b>Month</b>	<b>Year to date</b>
To produce 90% of vital event certificates requested within 10 days	Y	Y
To achieve a unit cost for certificates of no more than £8.21	X	X
To increase involvement in, and contribution to, the investigation of serious and organised crime	Y	Y
A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	W	W
To meet Home Office diversity targets	W	W

October 2009

<b>Opereation</b>	<b>Month</b>	<b>Year to date</b>
To achieve a per capita absence rate of no more than 10.2 days per person	W	W
52% of IPS posts are filled by internal promotion	W	W
Staff engagement survey benchmarks favourably with other government departments	W	W

September 2009

<b>Opereation</b>	<b>Month</b>	<b>Year to date</b>
To produce 90% of vital event certificates requested within 10 days	X	Y
To achieve a unit cost for certificates of no more than £8.21	W	W
To increase involvement in, and contribution to, the investigation of serious and organised crime	Y	Y
A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	W	W
To meet Home Office diversity targets	W	W
To achieve a per capita absence rate of no more than 10.2 days per person	W	W
52% of IPS posts are filled by internal promotion	W	W
Staff engagement survey benchmarks favourably with other government departments	W	W

August 2009

<b>Opereation</b>	<b>Month</b>	<b>Year to date</b>
To produce 90% of vital event certificates requested within 10 days	Y	Y
To achieve a unit cost for certificates of no more than £8.21	W	W
To increase involvement in, and contribution to, the investigation of serious and organised crime	Y	Y
A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	W	W

August 2009

<b>Opereation</b>	<b>Month</b>	<b>Year to date</b>
To meet Home Office diversity targets	W	W
To achieve a per capita absence rate of no more than 10.2 days per person	W	W
52% of IPS posts are filled by internal promotion	W	W
Staff engagement survey benchmarks favourably with other government departments	W	W

July 2009

<b>Opereation</b>	<b>Month</b>	<b>Year to date</b>
To produce 90% of vital event certificates requested within 10 days	Y	Y
To achieve a unit cost for certificates of no more than £8.21	W	W
To increase involvement in, and contribution to, the investigation of serious and organised crime	N/A	N/A
A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	W	W
To meet Home Office diversity targets	W	W
To achieve a per capita absence rate of no more than 10.2 days per person	W	W
52% of IPS posts are filled by internal promotion	W	W
Staff engagement survey benchmarks favourably with other government departments	W	W

June 2009

<b>Opereation</b>	<b>Month</b>	<b>Year to date</b>
To produce 90% of vital event certificates requested within 10 days	Y	Y
To achieve a unit cost for certificates of no more than £8.21	W	W
To increase involvement in, and contribution to, the investigation of serious and organised crime	N/A	N/A
A reduction in data loss incidents across all categories with zero personal data	W	W

June 2009

<b>Opereation</b>	<b>Month</b>	<b>Year to date</b>
incidents in the higher category		
To meet Home Office diversity targets	W	W
To achieve a per capita absence rate of no more than 10.2 days per person	W	W
52% of IPS posts are filled by internal promotion	W	W
Staff engagement survey benchmarks favourably with other government departments	W	W

May 2009

<b>Opereation</b>	<b>Month</b>	<b>Year to date</b>
To produce 90% of vital event certificates requested within 10 days	Y	Y
To achieve a unit cost for certificates of no more than £8.21	W	W
To increase involvement in, and contribution to, the investigation of serious and organised crime	N/A	N/A
A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	W	W
To meet Home Office diversity targets	W	W
To achieve a per capita absence rate of no more than 10.2 days per person	W	W
52% of IPS posts are filled by internal promotion	W	W
Staff engagement survey benchmarks favourably with other government departments	W	W

April 2009

<b>Opereation</b>	<b>Month</b>	<b>Year to date</b>
To produce 90% of vital event certificates requested within 10 days	Y	Y
To achieve a unit cost for certificates of no more than £8.21	W	W
To increase involvement in, and contribution to, the investigation of serious and organised crime	Y	Y

April 2009

<b>Opereation</b>	<b>Month</b>	<b>Year to date</b>
A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	W	W
To meet Home Office diversity targets	W	W
To achieve a per capita absence rate of no more than 10.2 days per person	W	W
52% of IPS posts are filled by internal promotion	W	W
Staff engagement survey benchmarks favourably with other government departments	W	W

## Performance target metrics for the National Identity Service

### Key

**Y** Target met

**X** Target not met

**YE** Year-end total (budgetary targets - unit cost per passport and certificate - are measured on an annual basis)

**N/A** Data not available

March 2010

<b>Operation target</b>	<b>Month</b>	<b>Year to date</b>
To deliver 99.5% of straightforward properly completed ID card applications in 10 working days	Y	Y
To track the level of support for the National Identity Service	N/A	Y
Living within the Home Office budget envelope for the National Identity Service	Y	Y
To prepare secondary legislation for enablement of the identity card launch	Y	Y
To increase involvement in, and contribution to, the investigation of serious and organised crime	Y	Y
A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	Y	Y
To meet Home Office diversity targets	W	X
To achieve a per capita absence rate of no more than 10.2 days per person	W	Y
52% of IPS posts are filled by internal promotion	W	X
Staff engagement survey benchmarks favourably with other government departments	W	X

February 2010

<b>Operation target</b>	<b>Month</b>	<b>Year to date</b>
To deliver 99.5% of straightforward properly completed ID card applications in 10 working days	Y	Y
To track the level of support for the National Identity Service	X	X
Living within the Home Office budget envelope for the National Identity Service	Y	Y
To prepare secondary legislation for enablement of the identity card launch	Y	Y
To increase involvement in, and contribution to, the investigation of serious and organised crime	Y	Y
A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	W	W
To meet Home Office diversity targets	W	W



February 2010

<b>Operation target</b>	<b>Month</b>	<b>Year to date</b>
To achieve a per capita absence rate of no more than 10.2 days per person	W	W
52% of IPS posts are filled by internal promotion	W	W
Staff engagement survey benchmarks favourably with other government departments	W	W

January 2010

<b>Operation target</b>	<b>Month</b>	<b>Year to date</b>
To deliver 99.5% of straightforward properly completed ID card applications in 10 working days	X	Y
To track the level of support for the National Identity Service	N/A	X
Living within the Home Office budget envelope for the National Identity Service	Y	Y
To prepare secondary legislation for enablement of the identity card launch	Y	Y
To increase involvement in, and contribution to, the investigation of serious and organised crime	Y	Y
A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	W	W
To meet Home Office diversity targets	W	W
To achieve a per capita absence rate of no more than 10.2 days per person	W	W
52% of IPS posts are filled by internal promotion	W	W
Staff engagement survey benchmarks favourably with other government departments	W	W

December 2009

<b>Operation target</b>	<b>Month</b>	<b>Year to date</b>
To deliver 99.5% of straightforward properly completed ID card applications in 10 working days	Y	Y
To track the level of support for the National Identity Service	N/A	X
Living within the Home Office budget envelope for the National Identity Service	Y	Y
To prepare secondary legislation for enablement of the identity card launch	Y	Y
To increase involvement in, and contribution to, the investigation of serious and organised crime	Y	Y
A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	W	W
To meet Home Office diversity targets	W	W

December 2009

<b>Operation target</b>	<b>Month</b>	<b>Year to date</b>
To achieve a per capita absence rate of no more than 10.2 days per person	W	W
52% of IPS posts are filled by internal promotion	W	W
Staff engagement survey benchmarks favourably with other government departments	W	W

November 2009

<b>Operation target</b>	<b>Month</b>	<b>Year to date</b>
To deliver 99.5% of straightforward properly completed ID card applications in 10 working days	N/A	N/A
To track the level of support for the National Identity Service	N/A	X
Living within the Home Office budget envelope for the National Identity Service	Y	Y
To prepare secondary legislation for enablement of the identity card launch	Y	Y
To increase involvement in, and contribution to, the investigation of serious and organised crime	Y	Y
A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	W	W
To meet Home Office diversity targets	W	W
To achieve a per capita absence rate of no more than 10.2 days per person	W	W
52% of IPS posts are filled by internal promotion	W	W
Staff engagement survey benchmarks favourably with other government departments	W	W

October 2009

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To meet Home Office diversity targets	W	W

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To increase involvement in, and contribution to, the investigation of serious and organised crime	Y	Y
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To prepare secondary legislation for enablement of the identity card launch	Y	Y
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A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	W	W
To meet Home Office diversity targets	W	W

August 2009

<b>Operation target</b>	<b>Month</b>	<b>Year to date</b>
To achieve a per capita absence rate of no more than 10.2 days per person	W	W
52% of IPS posts are filled by internal promotion	W	W
Staff engagement survey benchmarks favourably with other government departments	W	W

July 2009

<b>Operation target</b>	<b>Month</b>	<b>Year to date</b>
To deliver 99.5% of straightforward properly completed ID card applications in 10 working days	N/A	N/A
To track the level of support for the National Identity Service	X	X
Living within the Home Office budget envelope for the National Identity Service	Y	Y
To prepare secondary legislation for enablement of the identity card launch	Y	Y
To increase involvement in, and contribution to, the investigation of serious and organised crime	N/A	N/A
A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	W	W
To meet Home Office diversity targets	W	W
To achieve a per capita absence rate of no more than 10.2 days per person	W	W
52% of IPS posts are filled by internal promotion	W	W
Staff engagement survey benchmarks favourably with other government departments	W	W

June 2009

<b>Operation target</b>	<b>Month</b>	<b>Year to date</b>
To deliver 99.5% of straightforward properly completed ID card applications in 10 working days	N/A	N/A
To track the level of support for the National Identity Service	N/A	N/A
Living within the Home Office budget envelope for the National Identity Service	Y	Y
To prepare secondary legislation for enablement of the identity card launch	N/A	N/A
To increase involvement in, and contribution to, the investigation of serious and organised crime	N/A	N/A
A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	W	W
To meet Home Office diversity targets	W	W

June 2009

<b>Operation target</b>	<b>Month</b>	<b>Year to date</b>
To achieve a per capita absence rate of no more than 10.2 days per person	W	W
52% of IPS posts are filled by internal promotion	W	W
Staff engagement survey benchmarks favourably with other government departments	W	W

May 2009

<b>Operation target</b>	<b>Month</b>	<b>Year to date</b>
To deliver 99.5% of straightforward properly completed ID card applications in 10 working days	N/A	N/A
To track the level of support for the National Identity Service	X	X
Living within the Home Office budget envelope for the National Identity Service	Y	Y
To prepare secondary legislation for enablement of the identity card launch	Y	Y
To increase involvement in, and contribution to, the investigation of serious and organised crime	Y	Y
A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	W	W
To meet Home Office diversity targets	W	W
To achieve a per capita absence rate of no more than 10.2 days per person	W	W
52% of IPS posts are filled by internal promotion	W	W
Staff engagement survey benchmarks favourably with other government departments	W	W

April 2009

<b>Operation target</b>	<b>Month</b>	<b>Year to date</b>
To deliver 99.5% of straightforward properly completed ID card applications in 10 working days	N/A	N/A
To track the level of support for the National Identity Service	N/A	N/A
Living within the Home Office budget envelope for the National Identity Service	Y	Y
To prepare secondary legislation for enablement of the identity card launch	N/A	N/A
To increase involvement in, and contribution to, the investigation of serious and organised crime	N/A	N/A
A reduction in data loss incidents across all categories with zero personal data incidents in the higher category	W	W
To meet Home Office diversity targets	W	W

April 2009

<b>Operation target</b>	<b>Month</b>	<b>Year to date</b>
To achieve a per capita absence rate of no more than 10.2 days per person	W	W
52% of IPS posts are filled by internal promotion	W	W
Staff engagement survey benchmarks favourably with other government departments	W	W