# Performance Management Report 2018-19
# Period Two: 1 August – 30 November 2018

# Department of Markets and Consumer Protection
# Port Health and Public Protection Division

# Progress against Operational Performance Indicators

| ☺ | This indicator is performing to or above the target. <br> (100% of the target or higher) |
|---|---|
| 😐 | This indicator is a cause for concern, frequently performing just under target. <br> (85% - 99% of the target) |
| ☹ | The indicator is performing below the target. <br> (<85% of the target) |

| | | | Actual 2017-18 | | Target | Actual 2018-19 | | Status |
|---|---|---|---|---|---|---|---|---|
| | | | Period 2 | Period 3 | 2018-19 | Period 1 | Period 2 | |
| **PI 1** | **Port Health** Proportion of imported food and feed consignments that satisfy the checking requirements cleared within five days. | a) Products of Animal Origin (POAO): Non-fish *1 | 83% | 86% | **95%** | 77% | 80% *2 | ☹ |
| | | b) Products of Animal Origin (POAO): Fish | 80% | 87% | **85%** | 83% | 90%*3 | ☺ |
| | | c) Products of Non-Animal Origin (PNAO) | N/A | N/A | **90%** | 90% | 88% | 😐 |
| **PI 2** | **Port Health** 90% of imported food and feed consignments (Products of Non-Animal Origin - PNAO) are subjected to mandatory documentary controls within five days. | | 96% | 98% | **90%** | 82% | 81% *4 | 😐 |

*1 Products of Animal Origin imports from Brazil – 75.7% cleared within 5 days. All other third country imports – 85.9% within 5 days.  This is due to the enhanced checks on meat and meat products from Brazil, which have been in force since April 2017.

*2 Non-fish (POAO) - Tilbury: 98%; London Gateway: 79%

*3 Fish (POAO) - Tilbury: 92%; London Gateway: 89%

*4 New KPI for 2018/19 and likely to have been affected by the significant increase in throughput of Products Not of Animal Origin during 2018 to date.

| | | Actual 2017-18 | | Target 2018-19 | Actual 2018-19 | | Status |
|---|---|---|---|---|---|---|---|
| | | Period 2 | Period 3 | | Period 1 | Period 2 | |
| PI 3 | **Food Safety**<br>Over the course of the year, secure a positive improvement in the overall Food Hygiene Ratings Scheme (FHRS) ratings profile for City food establishments compared to the baseline profile at 31 March 2013. | N/A | End of year result: Improved profile | **Improved profile** | N/A | N/A | - |
| PI 4 | **HARC**<br>Less than 1% of missed flights for transit of animals caused by the Animal Reception Centre (ARC). | 0% | 0% | **<1%** | 0.01% | <1% | 🙂 |
| **PI 3:** Annual indicator. The purpose of this indicator is to show an overall improvement in the FHRS rating profile across all City food establishments by the end of the year. The target cannot be expressed as a specific percentage since any increase will indicate achievement. | | | | | | |

| | | Actual 2017-18 | | Target 2018-19 | Actual 2018-19 | | Status |
|---|---|---|---|---|---|---|---|
| | | Period 2 | Period 3 | | Period 1 | Period 2 | |
| PI 5 | **Pollution Team**<br>90% justifiable noise complaints investigated result in a satisfactory outcome. | 96.5% | 93.5% | **90%** | 92% | 94.6% | 🙂 |
| PI 6 | **Trading Standards**<br>Respond to all victims of investment fraud identified to the Trading Standards Service within 5 working days to advise on the risk of repeat targeting, assess the need for safeguarding interventions and initiate the safeguarding process where appropriate. | 100% | 100% | **100%** | 100% | 100% | 🙂 |
| PI 7 | **Health & Safety**<br>Complete the annual risk-based cooling towers inspection programme in order to ensure that the risk of Legionnaires' disease is being effectively managed by all those responsible. | N/A | End of year result: 100% | **100%** | N/A | N/A | - |
| **PI 5:** The percentage of total justified noise complaints investigated resulting in noise control, reduction to an acceptable level and/or prevention measures; complaints may or may not be actionable through statutory action.<br>**PI 7:** Annual indicator. | | | | | | |

| | All PH&PP Service areas | Actual 2017-18 | | Target 2018-19 | Actual 2018-19 | | Status |
|---|---|---|---|---|---|---|---|
| | | Period 2 | Period 3 | | Period 1 | Period 2 | |
| **PI 8** | a) 90% of debts to be settled within 60 days. | 93% | 59% | **90%** | 69% | 88% | 🙂 |
| | b) 100% of debts settled within 120 days. | 94% | 77% | **100%** | 76% | 96% | 🙂 |
| **PI 8a:** This indicator measures the percentage of overall debt that is less than 61 days old. <br> **PI 8b:** This indicator measures the percentage of overall debt that is less than 121 days old. The majority of debt older than 120 days at the end of November 2018 relates to Port Health (eight debtors) and the HARC (six debtors). These and two other debtors with debts more than 120 days old are being actively chased. | | | | | | | |