

**Performance Management Report 2018-19
Period Three: 1 December 2018 – 31 March 2019**

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

Progress against Operational Performance Indicators

↑	The annual performance of this indicator has been above or on target .
↓	The annual performance of this indicator has been below target .

Appendix A

			Annual result 2017-18	Target 2018-19	Actual 2018-19			Annual result 2018-19
					Period 1	Period 2	Period 3	
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	86%	95%	77%	80%	78%	78% *1 ↓
		b) Products of Animal Origin (POAO): Fish	85%	85%	83%	90%	90%	87% ↑
		c) Products of Non-Animal Origin (PNAO)	N/A	90%	90%	88%	85%	88% *2 ↓
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.		94.7%	90%	82%	81%	93%	86% *3 ↓
<p>*1 Products of Animal Origin imports from Brazil: 70.3% cleared within 5 days. All other third country imports: 89.3% cleared within 5 days. Performance against this indicator was affected by the enhanced checks on meat and meat products from Brazil, which have been in force since April 2017.</p> <p>*2 Performance against this indicator was negatively affected by the significant increase in Products Not of Animal Origin received during the year.</p> <p>*3 New KPI for 2018/19 and likely to have been affected by the significant increase in Products Not of Animal Origin. However, performance picked up well during Period 3 as the products and lines became established.</p>								

Appendix A

		Annual result 2017-18	Target 2018-19	Actual 2018-19			Annual result 2018-19
				Period 1	Period 2	Period 3	
PI 3	Food Safety 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.	End of year result: Improved profile	Improved profile	N/A	N/A	N/A	Improved profile
PI 4	HARC Less than 1% of missed flights for transit of animals caused by the Animal Reception Centre (ARC).	0%	<1%	0.01%	<1%	0.03%	<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. The Service Plan and the ratings profile in Appendix C of this report illustrates the improvements made during the year.

		Annual result 2017-18	Target 2018-19	Actual 2018-19			Annual result 2018-19
				Period 1	Period 2	Period 3	
PI 5	Pollution Team 90% justifiable noise complaints investigated result in a satisfactory outcome.	95.3%	90%	92%	94.6%	94%	93.2% ↑
PI 6	Trading Standards 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%	100% ↑
PI 7	Health & Safety 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.	100%	100%	N/A	N/A	N/A	96.5% ↓

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.

PI 7: Annual indicator. Three cooling tower inspections remain to be completed (at 12 April 2019); two were due in the January-March period; one is seasonal and operates in the summer. These will be completed during Period 1 2019/20.

	All PH&PP Service areas	Annual result 2017-18	Target 2018-19	Actual 2018-19			Annual result 2018-19
				Period 1	Period 2	Period 3	
PI 8	a) 90% of debts to be settled within 60 days.	59%	90%	69%	88%	66%	66% ↓
	b) 100% of debts settled within 120 days.	77%	100%	76%	96%	89%	89% ↓
<p>PI 8: The annual result for this indicator represents the position at the end of the financial year. PI 8a: This indicator measures the percentage of overall debt that is less than 61 days old. PI 8b: This indicator measures the percentage of overall debt that is less than 121 days old.</p> <p>All debt older than 60 days at the end of March 2019 relates to Port Health and the HARC. All debtors with debts more than 120 days old are being actively chased.</p>							