








Performance Management Report 2018-19
Period One: 1 April - 31 July 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. (100% of the target or higher)
	This indicator is a cause for concern, frequently performing just under target. (85% - 99% of the target)
	The indicator is performing below the target. (<85% of the target)

Appendix A

		Actual 2017-18			Target 2018-19	Actual 2018-19	Status	
		Period 1	Period 2	Period 3		Period 1		
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	89%	83%	86%	95%	77%	
		b) Products of Animal Origin (POAO): Fish	89%	80%	87%	85%	83%	
		c) Products of Non-Animal Origin (PNAO)	N/A	N/A	N/A	90%	90%	
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.		90%	96%	98%	90%	82%	

PI 1: Time elapsed between receipt of documents/presentation of container to release, on electronic cargo handling system. From 2016-17, this indicator has been split into separate measures for non-fish and fish products.
PI 1a: Tilbury: 86%; London Gateway: 77%
PI 1b: Tilbury: 81%; London Gateway: 83%; Thamesport: 100%
PI 1c: New indicator for 2018-19.

- POAO: throughput in 2018 (January to July) was 13% higher than the same period in 2017.
- PNAO: throughput in 2018 (January to July) was 32% higher than the same period in 2017.
- Presentation of all consignments at London Gateway Port has not enabled the increased volumes to be released in a timely manner, and this is reflected in the performance indicator results.
- For POAO, this is compounded further by the additional checks and time delays related to the requirements for enhanced checks on Brazilian meat and meat products. The Port Health Service has worked closely with the Port to address this issue by enhancing and streamlining its inspection hours.

Appendix A



		Actual 2017-18			Target 2018-19	Actual 2018-19	Status
		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.	N/A	N/A	End of year result: Improved profile	Improved profile	N/A	-
PI 4	HARC Less than 1% of missed flights for transit of animals caused by the Animal Reception Centre (ARC).	0%	0%	0%	<1%	0.01%	😊

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 1	Period 2	Period 3			
PI 5	Pollution Team 90% justifiable noise complaints investigated result in a satisfactory outcome.	95%	96.5%	93.5%	90%	92%	😊
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%	😊
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.	N/A	N/A	End of year result: 100%	100%	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.

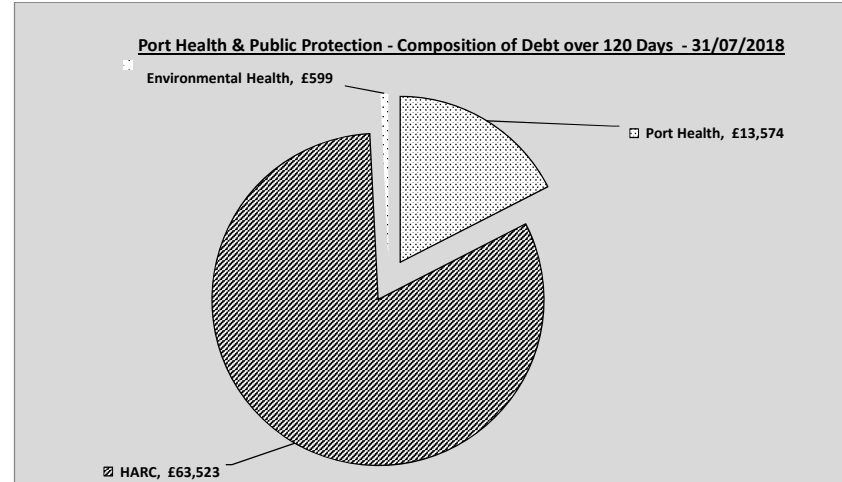
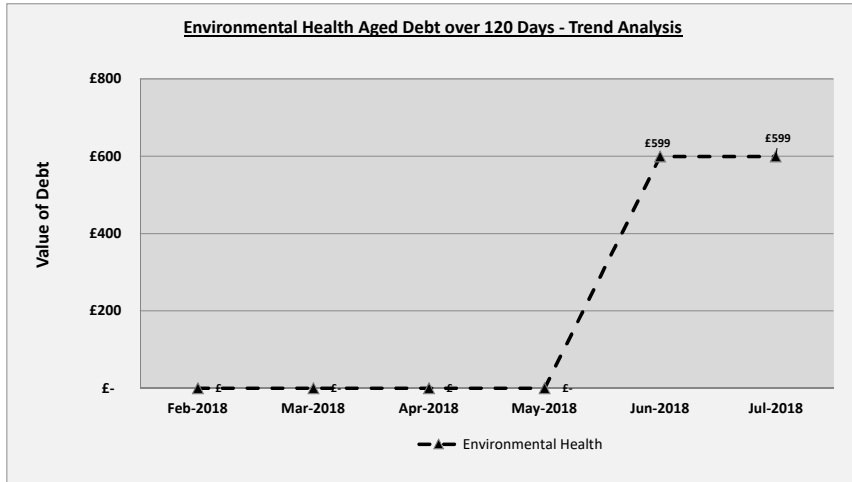
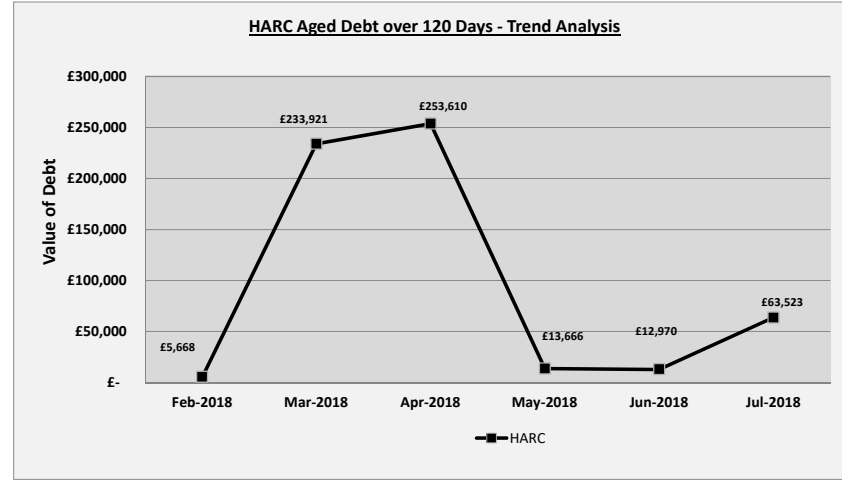
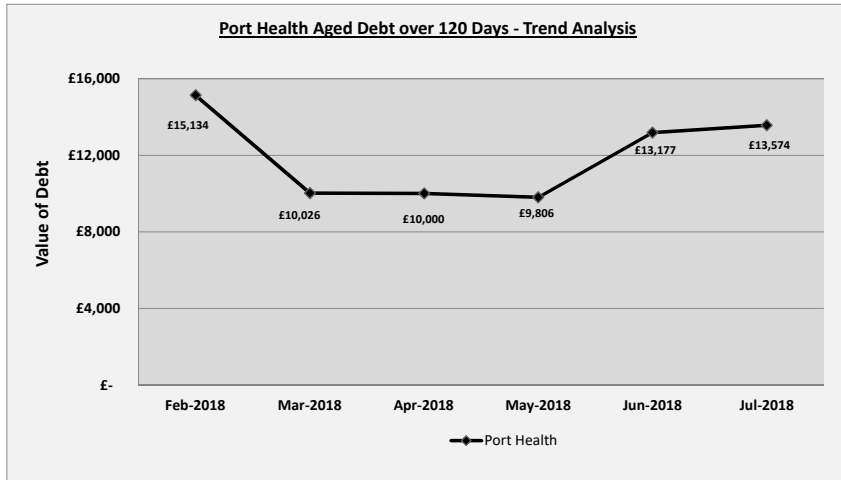
PI 7: Annual indicator.

	All PH&PP Service areas	Actual 2017-18			Target 2018-19	Actual 2018-19	Status
		Period 1	Period 2	Period 3			
PI 8	a) 90% of debts to be settled within 60 days.	87%	93%	59%	90%	69%	
	b) 100% of debts settled within 120 days.	89%	94%	77%	100%	76%	
<p>PI 8a: This indicator measures the percentage of overall debt that is less than 61 days old.</p> <p>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 July 2018 relates to Port Health (9 debtors) and the HARC (9 debtors). These and all other debtors with debts more than 120 days old are being actively chased.</p> <p><i>Further detail on aged debt over 120 days is provided on the following page</i></p>							

Port Health & Public Protection Aged Debt Over 120 Days - 31st July 2018

Department	Debts Exceeding 120 Days					
	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18
Port Health	£ 15,134	£ 10,026	£ 10,000	£ 9,806	£ 13,177	£ 13,574
HARC	£ 5,668	£ 233,921	£ 253,610	£ 13,666	£ 12,970	£ 63,523
Environmental Health	£ -	£ -	£ -	£ -	£ 599	£ 599
	£ 20,802	£ 243,947	£ 263,610	£ 61,971	£ 26,746	£ 77,696

Composition of Debt - 31/07/2018	
Port Health	£ 13,574
HARC	£ 63,523
Environmental Health	£ 599
	£ 77,696



Note:

1. The high debt figures for March and April at the HARC related mainly to queries raised by airlines for various services relating to pet checks, quarantine services and fish inspections. These debts have now been largely settled.