**Performance Management Report 2012-13
Period One: 1 April – 30 July 2012**

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

**Progress against Business Plan Performance Indicators**

| | |
|---|---|
| 🙂 (green) | This indicator is performing to or above the target. |
| 😐 (yellow) | This indicator is a cause for concern, frequently performing just under target. |
| ☹ (red) | The indicator is performing below the target. |

| | **Public Protection** | **Actual 2011-12** | | | **Target 2012-13** | **Actual 2012-13** | **Status** |
|---|---|---|---|---|---|---|---|
| | | Qtr 2 | Qtr 3 | Qtr 4 | | Period 1 | |
| LEH1 | To improve overall Food Hygiene Standards in the City by reducing the compliance risk ratings for food businesses compared to previous inspections. | 13.64 | 13.55 | 13.63 | **<15** | 13.83 | ☺ |
| LEH4 | Percentage of justifiable noise complaints investigated that result in a satisfactory outcome. | N/A | N/A | N/A | **90%** | 92% | ☺ |
| LTS8 | Percentage of identified "rogue traders" brought to compliance. | * | * | 83% | **80%** | * | N/A |

* Annual Indicator
**LEH1** – The risk rating (based on the Food Standards Agency Standard) is an aggregate of matters that can be controlled by the business and an improvement will be seen by an overall reduction in the compliance risk score as a result of contact and intervention.
As a target for ongoing improvement, using the 06/07 baseline of <29 and the 11/12 annual average figure of 13.85, the target for 12/13 is <15.
**LEH4** – This is a new indicator for 2012-13.

| | **Port Health and Animal Health** | **Actual 2011-12** | | | **Target 2012-13** | **Actual 2012-13** | **Status** |
|---|---|---|---|---|---|---|---|
| | | Qtr 2 | Qtr 3 | Qtr 4 | | Period 1 | |
| LPH1 | Percentage of consignments of products of animal origin (POAO) that satisfy the checking requirements cleared within five days of presentation of documents/consignments. | 99.6% | 94% | 96% | **90%** | 92% | ☺ |
| LVS1 | Less than 4% of missed flights for transit of animals caused by the Animal Reception Centre (ARC). | 2.1% | 2.8% | 7.9% | **<4%** | 0% | ☺ |

**LPH1** - i.e. time elapsed between receipt of documents/presentation of container to release, on electronic cargo handling system. Period 1 -This is an overall figure consisting of 92% for Tilbury and 92% for Thamesport.