




Performance Management Report 2020-21
Period One: 1 April - 31 July 2020

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 2019-20			Target 2020-21	Actual 2020-21	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	62%	80%	85%	85%	79% ^{*1}	☹️
		b) Products of Animal Origin (POAO): Fish	86%	89%	86%	85%	81% ^{*2}	☹️
		c) Products of Non-Animal Origin (PNAO)	98%	95%	97%	85%	74% ^{*3}	☹️
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%	98%	95%	85%	70% ^{*4}	☹️
<p>^{*1} The requirement for enhanced checks on Brazilian imports continues to impact clearance rates at London Gateway. London Gateway: 79% of 2,075 consignments met the target (89% of 673 non-Brazilian and 74% of 1,402 Brazilian). Tilbury: 95% out of 75 consignments met the target.</p> <p>^{*2} London Gateway: 77% of 239 consignments met the target; Tilbury, 93% of 88 consignments met the target.</p> <p>^{*3 & *4} The provision of documents was a significant challenge for importers and clearance agents when COVID-19 initially broke at the end of March. A combined effort from our customers and Central Government, along with rapid adaptations to our existing process, has improved the clearance times. During June and July, routine documentary checks returned almost to target levels (84%), however, mandatory checks continue to present a challenge as global transport for documents is still affected by the pandemic.</p>								

Appendix A

		Actual 2019-20			Target 2020-21	Actual 2020-21	Status
		Period 1	Period 2	Period 3		Period 1	
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%	😊
PI 5	Pollution Team 90% justifiable noise complaints investigated result in a satisfactory outcome.	94.5%	93%	93.5%	90%	92.9%	😊
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	-
<p>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.</p> <p>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.</p> <p>PI 7: Annual indicator.</p>							

Appendix A

	All PH&PP Service areas	Actual 2019-20			Target 2020-21	Actual 2020-21	Status
		Period 1	Period 2	Period 3		Period 1	
PI 8	a) 90% of debts to be settled within 60 days.	61%	82%	95%	90%	43%	
	b) 100% of debts settled within 120 days.	65%	96%	98%	100%	78%	
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.							