

Port Health and Public Protection Division
Progress against Key Performance Indicators
Period One: 1 April - 31 July 2022

Performance Measure	Performance 2021-22	Target 2022-23	Performance Period One 2022-23	
Air Quality Percentage of the City's area that meets the health-based Limit Values and WHO Guidelines for nitrogen dioxide levels by 31 March 2023. (Ultimate target is 90% by 31 March 2025).	93% <i>(at the end of 2020. 2021 data is not yet available)</i>	90% by 31 March 2025	N/A <i>Annual measure</i>	
Port Health Proportion of imported food and feed consignments that satisfy the checking requirements cleared within five days.	a) Products of Animal Origin (POAO)	66%	85%	85% *1
	b) High Risk Products of Non-Animal Origin (PNAO)	96%	85%	93%
Port Health Proportion of imported food and feed consignments (Products of Non-Animal Origin - PNAO) subjected to documentary controls within five days.	94%	85%	94%	
Heathrow Animal Reception Centre Percentage of missed flights for transit of animals caused by the Heathrow Animal Reception Centre.	0%	<1%	<1%	
Trading Standards Respond to 100% of victims of investment fraud identified to the Trading Standards Service within five 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%	
Pollution Control *2 90% of justifiable noise complaints investigated result in a satisfactory outcome.	99%	90%	100%	
Commercial Environmental Health: Food Safety *3 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.	<i>Improved profile</i>	Improved profile	N/A <i>Annual measure</i>	
Commercial Environmental Health: 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 <i>Annual measure</i>	
Cemetery and Crematorium Number of burials	857	830 (annual target)	262	
Cemetery and Crematorium Number of adult cremations	2,460	2,460 (annual target)	729	
Cemetery and Crematorium Market share of burials in relation to the Cemetery and Crematorium's seven neighbouring boroughs.	7.50%	7.50%	6.90%	

Performance Measure	Performance 2021-22	Target 2022-23	Performance Period One 2022-23
Cemetery and Crematorium Market share of cremations in relation to the Cemetery and Crematorium's seven neighbouring boroughs.	20.80%	21.40%	19%
Cemetery and Crematorium Amount of gas used to heat the Modern Crematorium (kWh)	20,726 kWh	21,500 kWh (annual target)	6,026 kWh
Cemetery and Crematorium Energy generations from solar power - electricity in kWh	26,075 kWh	25,750 kWh (annual target)	8,129 kWh
<p>*1 The requirement for enhanced checks on Brazilian imports continues to impact clearance rates at London Gateway. The percentage given for April-July 2022 excludes Brazilian imports. The clearance rate for Brazilian products only was 54% within 5 days.</p> <p>*2 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>*3 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>			