

Port Health and Public Protection Division
Progress against Key Performance Indicators
Period Three: 1 December 2022 – 31 March 2023 (and full year results)

Performance Measure		Performance 2021-22 (full year result)	Target 2022-23	Performance Period Three 2022-23	Performance 2022-23 (full year result)
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).		N/A <i>New measure for 2022/23</i>	90% by 31 March 2025	94% (2021)* ¹	94% (2021)* ¹
Port Health Proportion of imported food and feed consignments that satisfy the checking requirements cleared within five days.	a) Products of Animal Origin: 85% (<i>figures exclude Brazilian products</i>) * ²	76% * ²	85%	90% * ²	87% * ²
	b) High-risk Products of Non-Animal Origin: 93%	96%	85%	96%	94%
Port Health Proportion of imported food and feed consignments (Products of Non-Animal Origin - PNAO) subjected to documentary controls within five days.		94%	85%	92%	94%
Heathrow Animal Reception Centre Percentage of missed flights for transit of animals caused by the Heathrow Animal Reception Centre.		0%	<1%	0%	<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%	100%
Pollution Control * ³ 90% of justifiable noise complaints investigated result in a satisfactory outcome.		99%	90%	99%	100%

Performance Measure	Performance 2021-22 (full year result)	Target 2022-23	Performance Period Three 2022-23	Performance 2022-23 (full year result)
Commercial Environmental Health: Food Safety *4 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 <i>Annual measure</i>	Improved profile	N/A <i>Annual measure</i>	Improved profile
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.	N/A <i>Annual measure</i>	100%	N/A <i>Annual measure</i>	19% *5
Cemetery and Crematorium Number of burials	857	830 <i>(Annual target)</i>	283	829
Cemetery and Crematorium Number of adult cremations	2,460	2,460 <i>(Annual target)</i>	915	2,415
Cemetery and Crematorium Amount of gas used to heat the Modern Crematorium (kWh)	20,726 kWh	21,500 kWh <i>(Annual target)</i>	11,629 kWh	21,650 kWh
Cemetery and Crematorium Energy generation from solar power - electricity in kWh	26,075 kWh	25,750 kWh <i>(Annual target)</i>	7,857 kWh	26,254 kWh
<p>*1 Data on the % area of the Square Mile which meets the NO2 limit value is only made available by calendar year and approximately 10 months in retrospect. The 2021 data has recently been provided and shows 94% - an increase on the 2020 figure of 93%. This increase was expected due to the return of workers to the City during 2021.</p> <p>*2 The requirement for enhanced checks on Brazilian imports continues to impact clearance rates at London Gateway. The results shown exclude Brazilian imports. During Period 3 (December-March) the clearance rate for Brazilian products only was 77% within 5 days.</p> <p>*3 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>*4 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>*5 It was not possible to complete the planned work programme during 2022/23. Officers responsible for Cooling Tower inspections were diverted elsewhere, principally the IDOX Uniform project, further upskilling and shadowing was completed to enhance team resilience and some inspection work was undertaken by a (competent) officer informally seconded from Port Health.</p>				