

**Port Health and Public Protection Division**  
**Progress against Key Performance Indicators 1 April 2012 - 31 March 2013**

	Public Protection	2011-12 Annual Result	Target 2012-13	Actual 2012-13			Annual Average/ Total
				Period 1	Period 2	Period 3	
LEH1	To improve overall Food Hygiene Standards in the City by reducing the compliance risk ratings for food businesses compared to previous inspections.	13.85	<15	13.83	14.30	14.77	14.30 ↑
LEH4	Percentage of justifiable noise complaints investigated that result in a satisfactory outcome.	N/A	90%	91%	97%	96.5%	95% ↑
LTS8	Percentage of identified "rogue traders" brought to compliance.	83%	80%	*	*	*	97% ↑
<p>* Annual Indicator</p> <p><b>LEH1</b> – 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 &lt;29 and the 11/12 annual average figure of 13.85, the target for 12/13 is &lt;15.</p> <p><b>LEH4</b> – This is a new indicator for 2012-13.</p>							

	Port Health and Animal Health	2011-12 Annual Result	Target 2012-13	Actual 2012-13			Status
				Period 1	Period 2	Period 3	
LPH1	Percentage of consignments of products of animal origin (POAO) that satisfy the checking requirements cleared within five days of presentation of documents/consignments.	96%	90%	93%	95%	95%	94% ↑
LVS1	Less than 4% of missed flights for transit of animals caused by the Animal Reception Centre (ARC).	5%	<4%	0%	3.3%	0.1%	0.1% ↑
<p><b>LPH1</b> - i.e. time elapsed between receipt of documents/presentation of container to release, on electronic cargo handling system.</p>							

**Key**

↑ Above target  
 ↓ Below target