

Progress against Key Performance Indicators
Period Three 2023/24: 1 December – 31 March 2024 (and full year results)

Performance Measure	Performance 2022-23 (full year result)	Target 2023-24	Performance Period Three 2023-24	Performance 2023-24 (full year result)	
Cleansing Percentage of City land with unacceptable levels of litter, graffiti etc.	1.29%	<5%	2.33%	2.33%	
Cleansing Percentage of household waste sent for reuse, recycling or composting.	29.47%	32% by 2025	27.37%	27.37%	
Cleansing The number of members of the Community Toilet Scheme.	72	75	72	72	
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 2024. (Ultimate target is 90% by 31 March 2025).	93% (2022)	90% by 31 March 2025	95% (2023)	95% *1 (2023)	
Port Health Percentage of imported food and feed consignments that satisfy the checking requirements cleared within five days.	a) Products of Animal Origin	79%	85%	94%	91%
	b) High-risk Products of Non-Animal Origin	94%	85%	95%	95%
Port Health Percentage of imported food and feed consignments (Products of Non-Animal Origin - PNAO) subjected to documentary controls within five days.	94%	85%	97%	96%	
Heathrow Animal Reception Centre Acceptance of at least 90% of airline bookings for pets.	N/A <i>new KPI for 2024/25</i>	90%	100%	100%	
Heathrow Animal Reception Centre 95% of flight collections attended within 30 minutes of the flight offloading.	N/A <i>new KPI for 2024/25</i>	95%	99%	98%	

Appendix 2

Performance Measure	Performance 2022-23 (full year result)	Target 2023-24	Performance Period Three 2023-24	Performance 2023-24 (full year result)
Animal Health All operators meet the required standards when inspected for animal activities licences: a) 80% meet minimum standards. b) 20% meet minimum AND higher standards.	N/A <i>new KPI for 2024/25</i>	a) 80% b) 20%	a) 96% b) 29%	a) 93% b) 32%
Pollution Control *2 90% of justifiable noise complaints investigated result in a satisfactory outcome.	100%	90%	95%	96%
Commercial Environmental Health: Food Safety *3 Sustain improvement in the proportion of food establishments that are at least 'broadly compliant' (i.e., Food Hygiene Rating Scheme score of 3 or above).	Improved profile	Improved profile	Annual Measure	97% Improved profile
Commercial Environmental Health: Health & Safety Sustain improvement in the proportion of premises with notifiable evaporative cooling devices found to be 'broadly compliant' for legionella control (equivalent to health & safety inspection rating of B2 to C).	N/A <i>new KPI for 2024/25</i>	Improved profile	Annual Measure	Improved profile
Cemetery and Crematorium Number of burials and cremations	3,278	>3,290 (Annual target)	1,037	2,922

*1 Data on the % area of the Square Mile which meets the NO2 limit value is only made available by calendar year. The most recent data available is for 2023 which was 95%.

*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.

*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.