

**Progress against Key Performance Indicators**  
**Mid-year 2024/25: 1 April – 30 September 2024**

<b>Performance Measure</b>	<b>Performance 2023-24</b>	<b>Target 2024-25</b>	<b>Performance (1 Apr-30 Sept)</b>
<b>Protecting and promoting public, animal and environmental health, and consumer protection</b>			
Number of relevant food businesses signed up to the Healthier Catering Commitment Scheme	New KPI 2024/25	<b>93%</b>	0% *1
% of justifiable noise complaints investigated which result in a satisfactory outcome.	96%	<b>90%</b>	100%
% of planned food hygiene inspections (planned interventions) completed in year.	New KPI 2024/25	<b>95%</b>	53% (at mid-year) *2
% of planned Cooling Tower inspections completed in year.	New KPI 2024/25	<b>100%</b>	N/A Annual measure
Number of Operation Broadway deployments.	New KPI 2024/25	<b>80</b>	34
*1 The Healthier Catering Commitment Scheme is current paused due to circumstances beyond our control.			
*2 During the period 1 Apr-30 September, 268 full food hygiene inspections were undertaken alongside other official food control interventions, resulting in a total of 566 planned interventions having been completed in the period. This means that 53% of the interventions due in 2024-25 have been completed at the mid-year stage.			

<b>Performance Measure</b>	<b>Performance 2023-24</b>	<b>Target 2024-25</b>	<b>Performance (1 Apr-30 Sept)</b>
<b>Protect public, animal and environmental health at the borders.</b>			
% increase in consignments (Port Health).	New KPI 2024/25	<b>20%</b>	N/A Annual measure

## Appendix 2

Performance Measure		Performance 2023-24	Target 2024-25	Performance (1 Apr-30 Sept)
Number of new locations or premises served.		New KPI 2024/25	<b>3</b>	N/A Annual measure
% of imported food and feed consignments (that satisfy the checking requirements cleared within 5 days.	Products of Animal Origin (POAO)	91%	<b>85%</b>	98%
	High risk products of non-animal origin (NAO)	95%		97%
% of flight collections attended within 30 minutes of the flight offloading.		98%	<b>95%</b>	98%

Performance Measure		Performance 2023-24	Target 2024-25	Performance (1 Apr-30 Sept)
<b>Financial security and development</b>				
HARC % of market share.		60% (2022/23)	<b>&gt;60%</b>	N/A Annual measure
HARC % increase in income.		New KPI 2024/25	<b>5%</b>	5.7% * <sup>3</sup>
Number of burials and cremations.		2,922	<b>&gt;3,290</b>	* <sup>4</sup>
* <sup>3</sup> 5.7% compared with the same period in 2023/24.				
* <sup>4</sup> Data is not available at the time of writing due to technical problems with the external records from which the KPI result is derived. Data will be reported later in the year.				

Performance Measure	Performance 2023-24	Target 2024-25	Performance (1 Apr-30 Sept)
<b>Air Quality Strategy</b>			
% of the City's area that meets the health-based Limit Values and WHO Guidelines for nitrogen dioxide levels.	95% <i>(2023 calendar year)</i>	<b>90% by March 2025</b>	Annual measure <i>(calendar year)</i>
<b>Cleansing Service</b>			
% of streets with unacceptable levels of litter, detritus, graffiti and flyposting (NI 195).	1.29%	<b>&lt;5%</b>	2.55%
Number of major and minor issues raised with Cleansing Contractor.	New KPI 2024/25	<b>&lt;2</b>	5 <sup>*5</sup>
Community Toilet Membership.	72	<b>75</b>	71 <sup>*6</sup>
Annual household waste recycling rate (% by weight).	27%	<b>32%</b>	N/A Annual measure
*5 There have been five significant contract performance issues around specific sweeping standards as the new resources were introduced, with remedial action plans now in place.			
*6 Officers continue to target areas for recruiting new members where most needed as identified by previous mapping.			