

Appendix 2

Progress against Key Performance Indicators End of year 2024-25: 1 April 2024 to 31 March 2025

Performance Measure	Target 2024-25	Performance (1 Apr-30 Sept)	Performance (1 Oct-31 Mar)	Performance (Full Year 2024-25)
Protecting and promoting public, animal and environmental health, and consumer protection				
Number of relevant food businesses signed up to the Healthier Catering Commitment Scheme	93%	0%	0%	0% ^{*1}
% of justifiable noise complaints investigated which result in a satisfactory outcome.	90%	100%	100%	100%
% of planned food hygiene inspections (planned interventions) completed in year.	95%	53% <i>(of annual target)</i>	>99%	>99%
% of planned Cooling Tower inspections completed in year.	100%	Annual measure	Annual measure	100%
Number of Operation Broadway deployments.	80	34	71	105
^{*1} The Healthier Catering Commitment Scheme was paused due to the team focusing on the food hygiene action plan that was agreed with the Food Standards Agency.				

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Performance Measure		Target 2024-25	Performance (1 Apr-30 Sept)	Performance (1 Oct-31 Mar)	Performance (Full Year 2024-25)
Protect public, animal and environmental health at the borders.					
% increase in consignments (Port Health).		20%	Annual measure	Annual measure	19.3% ^{*2}
Number of new locations or premises served.		New KPI 2024/25	3	0	3 ^{*3}
% of imported food and feed consignments (that satisfy the checking requirements cleared within 5 days).	Products of Animal Origin (POAO)	91%	85%	98%	96%
	High risk products of non-animal origin (NAO)	95%		97%	97%
% of flight collections attended within 30 minutes of the flight offloading.		98%	95%	98%	99%
^{*2} The Port Health Authority cannot directly influence the choice of port used to enter goods into Great Britain. The origin of a product, shipping route and operational costs of the port operator at the point of entry influences the choice of the importer. ^{*3} These are the three new locations served by the Port Health Service: Purfleet; Tilbury 2; and Plymouth.					

Performance Measure		Target 2024-25	Performance (1 Apr-30 Sept)	Performance (1 Oct-31 Mar)	Performance (Full Year 2024-25)
Financial security and development					
HARC % of market share.		>60%	Annual measure	Annual measure	60-75%
HARC % increase in income.		5%	5.7%	6.3%	12%
Number of burials and cremations.		>3,290	Not available	Not available	Not available - see note ^{*4}
^{*4} This KPI result is derived from data sourced from the National Death Statistics. The data is not available at the time of writing due to technical problems with the external source; it will be reported separately when it becomes available.					

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Air Quality Strategy				
% of the City's area that meets the health-based Limit Values and WHO Guidelines for nitrogen dioxide levels.	90% by March 2025	Annual measure (calendar year)	Annual measure (calendar year)	94% (2023) *5
*5 Air quality data is provided from an external source by calendar year. The latest figure available is for 2023 – we will report the 2024 figure in due course.				

Performance Measure	Target 2024-25	Performance (1 Apr-30 Sept)	Performance (1 Oct-31 Mar)	Performance (Full Year 2024-25)
Cleansing Service				
% of streets with unacceptable levels of litter, detritus, graffiti and flyposting (NI 195).	<5%	2.55%	2.03%	4.58%
Number of major and minor issues raised with Cleansing Contractor.	<=24 p.a. (<=2 per month)	5	8	13 *6
Community Toilet Membership.	75	71	71	71*7
Annual household waste recycling rate (% by weight).	32%	Annual measure	Annual measure	26.07% *8
<p>*6 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.</p> <p>*7 Officers continue to target areas for recruiting new members where most needed as identified by previous mapping.</p> <p>*8 Despite sustained efforts and engagement campaigns, the target was not achieved this year partly due to issues with waste contamination. Our waste per household remains low compared to national averages and our work on the Reuse and Recycling Plan continues.</p>				