





**Performance Management Report 2013-14**  
**Period Two: 1 August – 30 November 2013**

**Department of Markets and Consumer Protection**  
**Port Health and Public Protection Division**

**Progress against Business Plan Performance Indicators**

	This indicator is performing to or above the target
	This indicator is performing just under target
	The indicator is performing below the target

## Appendix A (M&CP 2013-2014)

	Public Protection	Actual 2012-13		Target 2013-14	Actual 2013-14		Status
		Period 2	Period 3		Period 1	Period 2	
KPI 1 <sup>*1</sup>	Over the course of the year, secure a positive improvement in the overall Food Hygiene Ratings Scheme (FHRS) rating profile for City food establishments compared to the March 2013 profile.	N/A	N/A	TBC <sup>*3</sup>	*2	*2	N/A
KPI 2	Percentage of justifiable noise complaints investigated that result in a satisfactory outcome.	97%	96.5%	90%	95%	99.5%	
KPI 3 <sup>*1</sup>	Trading Standards team to inspect 100% of 'high risk' premises.	N/A	N/A	80%	*2	*2	N/A

\*<sup>1</sup> New indicator for 2013-14

\*2 Annual indicator

\*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, especially in this first year of measurement.

	Port Health and Animal Health	Actual 2012-13		Target 2013-14	Actual 2013-14		Status
		Period 2	Period 3		Period 1	Period 2	
<b>KPI 4</b>	Percentage of consignments of products of animal origin (POAO) that satisfy the checking requirements cleared within five days of presentation of documents/consignments.	95%	95%	<b>95%</b>	95.81%	94.03%*	☹️
<b>KPI 5</b>	Less than 4% of missed flights for transit of animals caused by the Animal Reception Centre (ARC).	3.3%	0.1%	<b>&lt;4%</b>	0%	0.1%	😊

**KPI 4** - i.e. time elapsed between receipt of documents/presentation of container to release, on electronic cargo handling system. This is an overall figure consisting of 95.25% for Tilbury; 82.17% for Thamesport; and 76.92% for London Gateway. The underperformance this period was due to a number of consignments being under query for long periods at Thamesport and delays on presenting consignments for checks for the first vessel at London Gateway.