




**Performance Management Report 2013-14  
Period Three: 1 December 2013 – 31 March 2014**

**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	2012-13 Annual Result	Target 2013-14	Actual 2013-14			2013-14 Annual Result
				Period 1	Period 2	Period 3	
KPI 1 * <sub>1</sub>	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.	* <sub>1</sub>	TBC * <sub>3</sub>	* <sub>2</sub>	* <sub>2</sub>	* <sub>2</sub>	Overall FHRS rating profile decreased * <sub>4</sub> ↓
KPI 2	Percentage of justifiable noise complaints investigated that result in a satisfactory outcome.	95%	90%	95%	99.5%	98.7%	97.7% ↑
KPI 3 * <sub>1</sub>	Trading Standards team to inspect 100% of 'high risk' premises. * <sub>5</sub>	* <sub>1</sub>	80%	* <sub>2</sub>	* <sub>2</sub>	* <sub>2</sub>	100% ↑
<p>*<sub>1</sub> New indicator for 2013-14            *<sub>2</sub> Annual indicator            *<sub>3</sub> 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.            *<sub>4</sub> In March 2013 91% of City food businesses had FHRS ratings of 3 or above. This figure decreased over the course of the year and was 87% in March 2014.            *<sub>5</sub> A 'high risk premises' for Trading Standards is one that either receives a high number of complaints, or is in an industry sector that tends to do so.</p>							
	Port Health and Animal Health	2012-13 Annual Result	Target 2013-14	Actual 2013-14			2013-14 Annual Result
				Period 1	Period 2	Period 3	
KPI 4	Percentage of consignments of products of animal origin (POAO) that satisfy the checking requirements cleared within five days of presentation of documents/consignments.	94%	95%	95.81%	94.03%	93.51%	93.8%* ↓
KPI 5	Less than 4% of missed flights for transit of animals caused by the Animal Reception Centre (ARC).	5%	<4%	0%	0.1%	0%	0.03% ↑
<p><b>KPI 4</b> - i.e. time elapsed between receipt of documents/presentation of container to release, on electronic cargo handling system. The underperformance for the year overall was primarily due to initial problems at the new London Gateway Port, at which the first vessel arrived during Period 2. There were a large number of queries, detained samples and problems with the presentation of containers for checks at London Gateway. A number of consignments under query for long periods at Thamesport also had a negative influence on the achievement of the target.</p>							

### Key

↑ Above target

↓ Below target