









**Performance Management Report 2014-15  
Period One: 1 April – 31 July 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 a cause for concern, frequently performing just under target.
	The indicator is performing below the target.

	All PH&PP Service Areas	Actual 2013-14			Target 2014-15	Actual 2014-15	Status
		Period 1	Period 2	Period 3		Period 1	
PI 1 * <sub>1</sub>	Achieve an overall sickness absence level of no more than 7 days per person by 31 March 2015, and a total of no more than 770 days (<257 days per period) across all PH&PP Service areas.	N/A	N/A	N/A	<257 days per period	287	
PI 2 * <sub>1</sub>	a) 90% of debts to be settled within 60 days.	N/A	N/A	N/A	90%	97%	
	b) 100% of debts settled within 120 days.				100%	97%	
<p>*<sub>1</sub> New indicator for 2014-15</p> <p><b>PI 1:</b> Target based upon Full Time Equivalent (FTE) members of PH&amp;PP staff at 31 December 2013 (no. 110). During this period there were two long term sickness absences which contributed substantially to the figure. Both these employees have returned to work.</p> <p><b>PI 2:</b> All debtors with debts more than 120 days old are currently being chased.</p>							

	Port Health and Animal Health	Actual 2013-14			Target 2014-15	Actual 2014-15	Status
		Period 1	Period 2	Period 3		Period 1	
PI 3	Percentage of consignments of products of animal origin (POAO) that satisfy the checking requirements cleared within five days of presentation of documents/consignments.	95.81%	94.03%	93.51%	95%	95.56%	
PI 10	Less than 4% of missed flights for transit of animals caused by the Animal Reception Centre (ARC).	0%	0.1%	0%	<4%	0%	
<p><b>PI 3:</b> Time elapsed between receipt of documents/presentation of container to release, on electronic cargo handling system. Period 1 2014/15: 97.12% at London Gateway; 94.60% at Tilbury.</p>							

	Public Protection	Actual 2013-14			Target 2014-15	Actual 2014-15	Status
		Period 1	Period 2	Period 3		Period 1	
PI 13 * <sub>2</sub>	Over the course of the year, secure a positive improvement in the overall Food Hygiene Ratings Scheme (FHRS) ratings profile for City food establishments compared to the baseline profile at 31 March 2013.	N/A	N/A	Profile did not improve	Improved profile	N/A	-
PI 15 * <sub>1</sub>	Audit all Cooling Tower sites that are either due an inspection in accordance with HELA LAC 67/2 (rev4), City of London local priorities and local intelligence, or that have other good reason to be audited.	N/A	N/A	N/A	100%	100*	☺
PI 21	90% justifiable noise complaints investigated result in a satisfactory outcome.	95%	99.5%	98.7%	90%	96.9%	☺
PI 24 * <sub>1</sub> & * <sub>2</sub>	Bring to a conclusion at least two major investigations into investment and commodity fraud out of Operations Addams, Wade and Currie by March 2015.	N/A	N/A	N/A	100%	N/A	-

\*<sub>1</sub> New indicator for 2014-15

\*<sub>2</sub> Annual indicator

**PI 13:** 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.

**PI 15:** Local Authority Circular (LAC 67/2 (rev4)) is guidance under Section 18 Health and Safety at Work etc Act 1974 (HSWA). It provides LAs with guidance and tools for priority planning and targeting their interventions to enable them to meet the requirements of the National Local Authority Enforcement Code (the Code).

Period One result: 22 cooling towers were due for audit during the period. All 22 audits were completed.

**PI 21:** The 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.