

**Performance Management Report 2014-15
Period Three: 1 December 2014 – 31 March 2015**

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

Progress against Business Plan Performance Indicators

| | |
|---|---|
| ↑ | The annual performance of this indicator has been above or on target . |
| ↓ | The annual performance of this indicator has been below target . |

Appendix A

| | All PH&PP Service Areas | 2013-14 Annual result | Target 2014-15 | Actual 2014-15 | | | 2014-15 Annual Result |
|---------------------|---|-----------------------|----------------------|----------------|----------|--------------------|-----------------------------|
| | | | | Period 1 | Period 2 | Period 3 | |
| PI 1 * ₁ | 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 | <257 days per period | 287 | 284 | 254 * ₂ | 765 days* ₂ ↑ |
| PI 2 * ₁ | a) 90% of debts to be settled within 60 days. | N/A | 90% | 97% | 97% | 95% | 96% ↑ |
| | b) 100% of debts settled within 120 days. | | | 97% | 99.5% | 99.7% | 99% ↑ |

*₁ New indicator for 2014-15
PI 1: Target based upon Full Time Equivalent (FTE) members of PH&PP staff at 31 December 2013 (no. 110).
*₂ Sickness statistics to the end of March 2015 are not yet available from the Human Resources Department. The Period 3 figure shown here includes the months of December, January and February only. The annual result consists of days lost due to sickness absence for the period 1 April 2014-28 February 2015.

| | Port Health and Animal Health | 2013-14 Annual result | Target 2014-15 | Actual 2014-15 | | | 2014-15 Annual Result |
|-------|---|-----------------------|----------------|----------------|----------|----------------------|-----------------------|
| | | | | Period 1 | Period 2 | Period 3 | |
| 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. | 93.8% | 95% | 95.56% | 94.64% | 95.06%* ₁ | 95.07% ↑ |
| PI 10 | Less than 4% of missed flights for transit of animals caused by the Animal Reception Centre (ARC). | 0.03% | <4% | 0% | 3.3% | 0% | 1% ↑ |

PI 3: Time elapsed between receipt of documents/presentation of container to release, on electronic cargo handling system.
Period 3 2014/15: 95.60% for London Gateway and 93.87% for Tilbury.
Annual Result: 95.53% for London Gateway and 94.52% for Tilbury.

| | Public Protection | 2013-14 Annual result | Target 2014-15 | Actual 2014-15 | | | 2014-15 Annual Result |
|---------------------------------------|--|--|------------------|----------------|----------|----------|--|
| | | | | Period 1 | Period 2 | Period 3 | |
| PI 13 * ₁ | 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. | Overall FHRS rating profile decreased ↓ | Improved profile | N/A | N/A | N/A | Overall FHRS rating profile decreased ↓ |
| PI 15 * ₂ | 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 | 100% | 100%* | 95% | 100% | 98% ↓ |
| PI 21 | 90% justifiable noise complaints investigated result in a satisfactory outcome. | 100% ↑ | 90% | 96.9% | 92% | 94.9% | 94.9% ↑ |
| PI 24 * ₁ & * ₂ | 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 | 100% | N/A | N/A | N/A | 50% ↓ |

*₁ Annual indicator

*₂ New indicator for 2014-15

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.

Explanation for underperformance: In March 2013 91% of City food businesses had FHRS ratings of 3 or above. We set this as the benchmark year. This figure decreased over the course of the past two years and was 90% in April 2015. (This is, however, an improvement on the March 2014 figure of 87%). The KPI is basic and does not take into account the 'churn' of premises in the City; as at 22 April 2015, of the total 1784 premises, 156 are new and have not yet been inspected and 188 have only had one inspection (around 20% of the total).

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).

Explanation for underperformance: The inspection of one tower which was due at the end of November 2014 was delayed to mid December 2014 due to schedule Primary Authority work taking precedence.

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.

PI 24: Explanation for underperformance: Fraud investigations are notoriously complex and time-consuming, as it is impossible to know at the beginning of the investigation how many suspects there will be and how much evidence will be gathered and therefore how long the investigations will take.

One of the three fraud investigations was concluded (Op Wade) which gives 50% compliance. The reason it was concluded was because it became obvious that the company being investigated by the Trading Standards Team was merely a satellite of a much larger fraud. The business that appeared to be at the centre of the larger fraud was investigated and professional enforcement action was taken against the firm by The Insolvency Service. City of London Trading Standards contributed to that investigation.

The matter has now been passed to City of London Police Economic Crime Unit (ECU) for consideration of the whole. The ECU is aware that the Trading Standards Team is holding information on one part of the fraud and that it is prepared to cooperate fully with any investigation that the ECU undertakes. However, it would not have been prudent for the Trading Standards Team to continue with its investigation because of the distinct possibility that it could unwittingly undermine a larger investigation.

Operation Addams It is hoped to have papers to Counsel by the end of May/beginning of June for a charging decision. The investigation has shown that the matter was rather more complex than first imagined and therefore is taking more time. In addition, Counsel has indicated that the Trading Standards Team should also collate evidence about the company that 'phoenixed' into the company we were actually investigating. Whilst this has not involved any new investigation, it has added to the amount of evidence that needs to be gathered.

Operation Curie Sufficient evidence has been gathered for persons to be arrested in connection with this matter. However, because the Trading Standards Team has decided that it is more efficient to get the papers to Counsel in Operation Addams, before taking on what will be an enormous amount of work, post-search and arrest in Operation Curie, it is currently on hold.