




**Performance Management Report 2015-16**  
**Period Two: 1 August – 30 November 2015**

**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. (100% of the target or higher)
	This indicator is a cause for concern, frequently performing just under target. (85% - 99% of the target)
	The indicator is performing below the target. (<85% of the target)

## Appendix A

	All PH&PP Service Areas	Actual 2014-15		Target 2015-16	Actual 2015-16		Status
		Period 2	Period 3		Period 1	Period 2	
PI 1	Achieve an overall sickness absence level of no more than 6 days per person by 31 March 2016, and a total of no more than 708 days (<236 days per period) across all PH&PP Service areas.	284	349	<236 days per period	180 days	158 days	😊
PI 2	a) 90% of debts to be settled within 60 days.	97%	95%	90%	93%	91%	😊
	b) 100% of debts settled within 120 days.	99.5%	99.7%	100%	96%	97%	😐
PI 1: Target based upon Full Time Equivalent (FTE) members of PH&PP staff at 31 December 2014 (no. 118).							
PI 2: All debtors with debts more than 120 days old are currently being chased.							

		Actual 2014-15		Target 2015-16	Actual 2015-16		Status
		Period 2	Period 3		Period 1	Period 2	
PI 3 *1	<b>Port Health</b> 95% of imported food consignments that satisfy the checking requirements cleared within five days.	N/A	N/A	95%	93.9%	95.5%	😊
PI 4 *2	<b>Food Safety</b> 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	End of year result: Profile did not improve	Improved profile	N/A	N/A	-
PI 5	<b>HARC</b> Less than 1% of missed flights for transit of animals caused by the Animal Reception Centre (ARC).	3.3%	0%	<1%	0%	0.05%	😊

\*1 New indicator for 2015-16



\*2 Annual indicator

**PI 3:** Time elapsed between receipt of documents/presentation of container to release, on electronic cargo handling system.  
Period 2: 96.5% for London Gateway and 94.5% for Tilbury.

**PI 4:** 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 5:** The target for this indicator has changed from that stated in the Business Plan (i.e. <4%). The target has been reduced to 'less than 1%' as this is achievable and better reflects the service provided.

## Appendix A

		Actual 2014-15		Target 2015-16	Actual 2015-16		Status
		Period 2	Period 3		Period 1	Period 2	
<b>PI 6</b>	<b>Pollution Team</b> 90% justifiable noise complaints investigated result in a satisfactory outcome.	92%	94.9%	<b>90%</b>	92.5%	94.7%	
<b>PI 7</b> * <sub>1</sub>	<b>Trading Standards</b> Respond to all victims of investment fraud identified to the Trading Standards Service within 2 working days to advise on the risk of repeat targeting, assess the need for safeguarding interventions and initiate the safeguarding process where appropriate.	N/A	N/A	<b>100%</b>	100%	100%	

\*<sub>1</sub> New indicator for 2015-16

**PI 6:** 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.