




**Performance Management Report 2016-17**  
**Period One: 1 April – 31 July 2016**

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

**Progress against Key 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 2015-16			Target 2016-17	Actual 2016-17	Status
		Period 1	Period 2	Period 3		Period 1	
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 696 days (<232 days per period) across all PH&PP Service areas.	180 days	158 days	228 days	<232 days per period	225 days	😊
PI 2	a) 90% of debts to be settled within 60 days.	93%	91%	82%	90%	78%	😐
	b) 100% of debts settled within 120 days.	96%	97%	91%	100%	85%	😐
<p><b>PI 1:</b> Target based upon Full Time Equivalent (FTE) members of PH&amp;PP staff at 31 December 2015 (no. 116).</p> <p><b>PI 2a:</b> The majority of outstanding debts incorporated in this result were still less than 61 days old at the end of July 2016. It is, therefore, still possible that they will be settled within 60 days.</p> <p><b>PI 2b:</b> Debts older than 120 days relate mainly to Port Health and the HARC. All debtors with debts more than 120 days old are currently being chased.</p>							

		Actual 2015-16			Target 2016-17	Actual 2016-17	Status
		Period 1	Period 2	Period 3		Period 1	
PI 3 *1	<b>Port Health</b> 95% of imported food consignments that satisfy the checking requirements cleared within five days:	All products: 93.9%	All products: 95.5%	All products: 93.1%	<b>a) Non-fish products 95%</b>	97%	😊
					<b>b) Fish products 85%</b>	90%	😊
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	N/A	End of year result: Improved profile	<b>Improved profile</b>	N/A	-
PI 5	<b>HARC</b> Less than 1% of missed flights for transit of animals caused by the Animal Reception Centre (ARC).	0%	0.05%	0%	<1%	0%	😊
*1 New indicator for 2015-16							

## Appendix A

\*2 Annual indicator

**PI 3:** Time elapsed between receipt of documents/presentation of container to release, on electronic cargo handling system. For 2016-17, this indicator has been split into separate measures for non-fish and fish products.

**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.

		Actual 2015-16			Target 2016-17	Actual 2016-17	Status
		Period 1	Period 2	Period 3			
<b>PI 6</b>	<b>Pollution Team</b> 90% justifiable noise complaints investigated result in a satisfactory outcome.	92.5%	94.7%	96.8%	<b>90%</b>	96.4%	☺
<b>PI 7</b>	<b>Trading Standards</b> Respond to all victims of investment fraud identified to the Trading Standards Service within 5 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	N/A	<b>100%</b>	100%	☺

**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.

**PI 7:** New indicator for 2016-17