

**Performance Management Report 2016-17**  
**Period Three: 1 December 2016 – 31 March 2017**

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

**Progress against Key Performance Indicators**

↑	The annual performance of this indicator has been <b>above or on target</b> .
↓	The annual performance of this indicator has been <b>below target</b> .

Appendix A

	All PH&PP Service Areas	Annual result 2015-16	Target 2016-17	Actual 2016-17			Annual result 2016-17 (01.04.16 to 31.01.17)
				Period 1	Period 2	Period 3 (01.12.16 to 31.01.17)	
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. <b>*PLEASE SEE NOTE BELOW</b>	561 days	<b>&lt;232 days per period</b>	225 days	203 days	79 days <i>(against a pro-rated target of &lt;116 days)</i>	504 days <b>↑</b> <i>(against a pro-rated target of &lt;580 days)</i>

PI 1: Target based upon Full Time Equivalent (FTE) members of PH&PP staff at 31 December 2015 (no. 116).

**\* Due to information technology problems, the sickness statistics for the PH&PP Service for February and March 2017 are not currently available. The Period 3 and Annual results provided above are, therefore, based upon sickness absence data to 31 January 2017.**

The pro-rated targets are:

Annual (1 April 2016 – 31 January 2017): no more than 580 days

Period 3 (1 December 2016 – 31 January 2017): <116 days

	All PH&PP Service Areas	Annual result 2015-16	Target 2016-17	Actual 2016-17			Annual result 2016-17
				Period 1	Period 2	Period 3	
PI 2	a) 90% of debts to be settled within 60 days.	89%	<b>90%</b>	78%	87%	86%	86% <b>↓</b>
	b) 100% of debts settled within 120 days.	95%	<b>100%</b>	85%	92%	93%	93% <b>↓</b>

**PI 2a:** The majority of outstanding debts incorporated in this result were still less than 61 days old at the end of March 2017. It is, therefore, still possible that they will be settled within 60 days.

**PI 2b:** Debts older than 120 days relate to Port Health and the HARC. All debtors with debts more than 120 days old are currently being chased. The majority of these debts relate to debtors currently being pursued by Comptrollers and City Solicitors.

## Appendix A

		Annual result 2015-16	Target 2016-17	Actual 2016-17			Annual result 2016-17
				Period 1	Period 2	Period 3	
PI 3 *1	<b>Port Health</b> 95% of imported food consignments that satisfy the checking requirements cleared within five days:	N/A*1	<b>a) Non-fish products 95%</b>	97%	92%	96%	95%*1 ↑
		N/A*1	<b>b) Fish products 85%</b>	90%	88%	92%	90%*1 ↑
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.	Overall FHRS rating profile improved	<b>Improved profile</b>	N/A	N/A	N/A	Improved profile ↑
PI 5	<b>HARC</b> Less than 1% of missed flights for transit of animals caused by the Animal Reception Centre (ARC).	0.02%	<b>&lt;1%</b>	0%	0%	0%	0% ↑

\*1 New indicator for 2016-17

\*2 Annual indicator

**PI 3:** Time elapsed between receipt of documents/presentation of container to release, on electronic cargo handling system.

Breakdown of annual performance by port:

Non-fish: Tilbury 95%; London Gateway 95%.

Fish: Tilbury 90%; London Gateway 89%

**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.

## Appendix A

		Annual result 2015-16	Target 2016-17	Actual 2016-17			Annual result 2016-17
				Period 1	Period 2	Period 3	
<b>PI 6</b>	<b>Pollution Team</b> 90% justifiable noise complaints investigated result in a satisfactory outcome.	94.7%	<b>90%</b>	96.4%	97.2%	96%	96.1% <b>↑</b>
<b>PI 7</b> *3	<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*3	<b>100%</b>	100%	100%	100%	100% <b>↑</b>
<b>PI 8</b> *4	<b>Health &amp; Safety</b> To complete the annual risk-based cooling towers inspection programme in order to ensure that the risk of Legionnaires' disease is being effectively managed by all those responsible	97.3%	<b>100%</b>	N/A	N/A	N/A	97% <b>↓</b>

\*3 New indicator for 2016-17

\*4 Annual indicator

**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 8:** The inspections of two cooling towers which were due in February and late March were not completed until early April 2017.