








Performance Management Report 2017-18
Period One: 1 April – 31 July 2017

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

Progress against Operational 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

		Actual 2016-17			Target 2017-18	Actual 2017-18	Status	
		Period 1	Period 2	Period 3				
PI 1	Port Health Proportion of imported food consignments (Products of Animal Origin – POAO) that satisfy the checking requirements cleared within five days:	a) Non-fish	97%	92%	96%	95%	71%	
		b) Fish	90%	88%	92%	85%	89%	
PI 2	Port Health 90% of imported food and feed consignments (Products of Non Animal Origin - PNAO) are subjected to mandatory documentary controls within five days.		N/A	N/A	N/A	90%	90%	
PI 3	Port Health 5% of imported food and feed consignments (Products of Non Animal Origin - PNAO) are subjected to non-mandatory physical checks.		N/A	N/A	N/A	5%	3.2%	

PI 1: Time elapsed between receipt of documents/presentation of container to release, on electronic cargo handling system. From 2016-17, this indicator has been split into separate measures for non-fish and fish products.

PI 1a: Period One 2017/18 – Tilbury: 85%; London Gateway: 70%.

The below target performance during Period One is due to new requirements to carry out enhanced checks on Brazilian meat products which came into effect in April 2017. This has resulted in physical checks increasing by 35% in comparison with the equivalent period of the previous year (i.e. from 1,416 during Period One of 2016/17 to 1,908 in 2017/18). However, the main factor is the number of samples of Brazilian products that the Service now has to undertake, and for which we have to detain the cargo (normally one week wait for the results). This increased from 7 samples in Period One of 2016/17 to 296 samples in Period One of 2017/18. This increased level of checks will continue until such time that the European Commission is satisfied that there is no risk posed by these goods.

PI 1b: Period One 2017/18 – Tilbury: 89%; London Gateway: 89%.

PI 2: New indicator for 2017-18.

PI 3: New indicator for 2017-18. Although not yet meeting the target of 5%, the checks have increased from the 2016 performance rate of 2.5% for the equivalent period. The additional checks on Brazilian products have had an impact on the ability to undertake non-mandatory checks, but weekly reports are now being run to monitor performance and ensure that the percentage of checks carried out continues to increase.

Appendix A

		Actual 2016-17			Target 2017-18	Actual 2017-18	Status
		Period 1	Period 2	Period 3			
PI 4	Food Safety 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	Improved profile	N/A	-
PI 5	HARC Less than 1% of missed flights for transit of animals caused by the Animal Reception Centre (ARC).	0%	0%	0%	<1%	0%	😊

PI 4: Annual indicator. 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 2016-17			Target 2017-18	Actual 2017-18	Status
		Period 1	Period 2	Period 3			
PI 6	Pollution Team 90% justifiable noise complaints investigated result in a satisfactory outcome.	96.4%	97.2%	96%	90%	95%	😊
PI 7	Trading Standards 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.	100%	100%	100%	100%	100%	😊
PI 8	Health & Safety 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.	N/A	N/A	End of year result: 97%	100%	N/A	-

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: Annual indicator.

	All PH&PP Service areas	Actual 2016-17			Target 2017-18	Actual 2017-18	Status
		Period 1	Period 2	Period 3		Period 1	
PI 9	Achieve an overall sickness absence level of no more than 6 days per person by 31 March 2018, and a total of no more than 690 days (<230 days per period) across all PH&PP Service areas.	225 days	203 days	79 days (against pro-rated target of <116 days)	<230 days per period	256 days	☹️
PI 10	a) 90% of debts to be settled within 60 days.	78%	87%	86%	90%	87%	☹️
	b) 100% of debts settled within 120 days.	85%	92%	93%	100%	89%	☹️

PI 9: Target based upon Full Time Equivalent (FTE) members of PH&PP staff at 31 December 2016 (no. 115). The number of days lost to sickness absence at the end of Period One was slightly above target. However, it should be noted that since the target was set, the total number of FTEs in the Division has risen by 11% (from 115 in December 2016 to 128 in July 2017).

PI 10a: The majority of outstanding debts incorporated in this result were still less than 61 days old at the end of July 2017. It is, therefore, still possible that they will be settled within 60 days.

PI 10b: 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. Much of the Port Health debt relates to debtors currently being pursued by Comptrollers and City Solicitors.

Further detail on aged debt over 120 days is provided on the following page.

Port Health & Public Protection - Aged Debt Over 120 Days - as at 31st July 2017

Department	Debts Exceeding 120 Days					
	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17
Port Health	£ 53,203	£ 47,839	£ 48,594	£ 49,552	£ 51,240	£ 56,764
HARC	£ 10,082	£ 3,411	£ 3,770	£ 3,795	£ 625	£ 5,207
Environmental Health	£ -	£ -	£ -	£ -	£ -	£ -
	£ 63,285	£ 51,250	£ 52,364	£ 53,347	£ 51,865	£ 61,971

Composition of Debt - 31/07/2017		
Port Health	£	56,764
HARC	£	5,207
Environmental Health	£	-
	£	61,971

