Performance Management Report 2017-18
Period Three: 1 December 2017 – 31 March 2018

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

Progress against Operational Performance Indicators

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

			Annual result 2016-17	Target 2017-18	Actual 2017-18			Annual result 2017-18
					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	95%	**95%**	89%	83%	86%	86% ↓
		b) Fish	90%	**85%**	89%	80%	87%	85% ↑
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	**90%**	90%	96%	98%	94.7% ↑
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	**5%**	3.2%	3.41%	4.16%	3.44% ↓

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.

[*1] **PI 1a (non-fish products)**
N.B. These figures do not include products from Brazil that are under a separate checking regime.
Period 3 – Tilbury: 79%; London Gateway: 73%
Whole year - Tilbury: 83%; London Gateway: 67%

With effect from April 2017, meat and meat products from Brazil have been subject to enhanced checks. This has resulted in a significant increase in the number of physical checks required. The main factor, though, is the number of samples of these products that the Service now has to undertake, and for which the cargo must be detained until the results are received (normally for one week). This also means that fewer resources and inspection bays are available for checking non-Brazilian products, having an impact upon the speed at which other consignments can be cleared. (Please refer to Appendix C of this report for more information.)
Meat and meat products from Brazil cleared within 5 days - Period 3: 58%, whole year: 49%

PI 1b (fish products):
Period 3 – Tilbury: 93%; London Gateway: 86%
Whole year – Tilbury: 90%; London Gateway: 83%

PI 2: New indicator for 2017-18.

PI 3: New indicator for 2017-18. Although the target has not yet been met, procedures are now in place to ensure that the target will be achieved, as indicated by the continued increase in performance throughout 2017/18. (Please refer to Appendix C of this report for further information regarding the review of this performance indicator.)

Appendix A

Appendix A

		Annual result 2016-17	Target 2017-18	Actual 2017-18			Annual result 2017-18
				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.	Improved profile	**Improved profile**	N/A	N/A	N/A	Improved profile ⬆
PI 5	**HARC** Less than 1% of missed flights for transit of animals caused by the Animal Reception Centre (ARC).	0%	**<1%**	0%	0%	0%	0% ⬆
PI 6	**Pollution Team** 90% justifiable noise complaints investigated result in a satisfactory outcome.	96.1%	**90%**	95%	96.5%	93.5%	95.3% ⬆
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%	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.	97%	**100%**	N/A	N/A	N/A	100% ⬆

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 (see also Appendix C, page 3).

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	Annual result 2016-17	Target 2017-18	Actual 2017-18			Annual result 2017-18
				Period 1	Period 2	Period 3	
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.	504 days *(against a pro-rated target of <580 days)*	**<230 days per period**	256 days	285 days	312 days	853 days ↓
PI 10	a) 90% of debts to be settled within 60 days.	86%	**90%**	87%	93%	59%	59% ↓
	b) 100% of debts settled within 120 days.	93%	**100%**	89%	94%	77%	77% ↓

PI 9: The target for this indicator was set at the beginning of the year based upon the Full Time Equivalent (FTE) members of PH&PP staff at 31 December 2016 (no. 115), making the annual average days lost per FTE 7.42 days. However, over the course of the year, the number of staff fluctuated, with the average number of FTEs for the whole year being 134. Based upon the higher average number of FTEs, the annual result represents an average number of working days lost per person of 6.37 days.

PI 10: The annual result for this indicator represents the position at the end of the financial year.
PI 10a: This indicator measures the percentage of overall debt that is less than 61 days old.
PI 10b: This indicator measures the percentage of overall debt that is less than 121 days old. The majority of debt older than 120 days at the end of March 2018 relates to the HARC, most of which is owed by two debtors. These and all other debtors with debts more than 120 days old are being actively chased.