

ES19063		PP&E PORTFOLIO PLAN - PERFORMANCE OVERVIEW (2019/20)																								
Outcome	No.	PORTFOLIO PLAN INDICATOR	DESCRIPTION	2014-15 ACTUAL	2015-16 ACTUAL	2016-17 TARGET	2016-17 ACTUAL	2017-18 TARGET	2017/18 ACTUAL	2018/19 TARGET	2018/19 ACTUAL	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Year End Projection	WHAT DOES GOOD PERFORMANCE LOOK LIKE?	2019-20 TARGET	2019-20 RAG STATUS	COMMENTARY (BY EXCEPTION)	
1: We will keep Bromley safe	1	1A	Number of Community Impact Days	12	12	12	12	12	12	12	12	1	1	1	1	1	1	1	1	1	1	12	HIGH	12	GREEN	
2: We will protect consumers	2	2A	Awareness raising events & training to groups & partners (No.)	45	80	N/A	115	70	129	70	90	8	3	11	10	3	10	7	7	2	70	HIGH	70	GREEN		
	3	2B	Rapid Response interventions responded to within 2 hours (%)	N/A	N/A	N/A	N/A	N/A	New KPI for 18/19	N/A	100.00%	0% (1)	100% (3)	100% (3)	100% (3)	100% (4)	100% (5)	100% (3)	100% (3)	100% (3)	100%	OUTCOME	100%	OUTCOME		
	4	2C	Test purchase operations to detect the sale of age-restricted products (No.)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	New KPI for 19/20	13	20	0	0	0	25	9	15	0	100	HIGH	100	GREEN		
3: We will support and regulate businesses	5	3A	Inspections of high-risk food hygiene business undertaken (%) (Risk A and B food premises)	N/A	100	100	100% (A) 96% (B)	100% (A) 97% (B)	100% (A) 97% (B)	100% (A) 97% (B)	100% (A) 100% (B)	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	HIGH	100% (A) 100% (B)	GREEN	
	6	3B	Inspections of high-risk food standards businesses undertaken (%) (Risk A)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	New KPI for 19/20	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	HIGH	100%	GREEN	
	7	3C	Zero rated food premises demonstrating improvement on their second inspection (%)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	New KPI for 19/21	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	Annual	HIGH	100%	GREEN	
	8	3D	Respond to 80% of complaints/enquiries about food and food premises within 5 working days (%)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	New KPI for 19/20	97%	90%	100%	85%	93%	96%	92% (44 out of 48)	93% (28 out of 30)	89% (25 out of 28)	94%	HIGH	80%	GREEN		
	9	3E	Complete targeted operations to ensure businesses abide by licence conditions (%)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	New KPI for 19/20	Delivery in Q4	Delivery in Q4	Delivery in Q4	Delivery in Q4	Delivery in Q4	Delivery in Q4	Delivery in Q4	Delivery in Q4	Delivery in Q4	Delivery in Q4	Delivery in Q4	OUTCOME	100%	OUTCOME	
4: We will protect and improve the environment	10	4A	Comply with 100% of CCTV Evidence Requests (%)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	New KPI for 19/20	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	HIGH	100%	GREEN	
	11	4B	Comply with 100% of Contaminated Land report requests (%)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	New KPI for 19/20	100% (1)	100% (1)	N/A (0)	N/A (0)	N/A (0)	N/A (0)	N/A (0)	N/A (0)	N/A (0)	N/A (0)	100%	OUTCOME	100%	OUTCOME	
	12	4C	Serve statutory notices where appropriate (Nuisance and pollution) (%)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	New KPI for 19/20	100% (13)	100% (20)	100% (7)	100% (9)	100% (8)	100% (12)	100% (4)	100% (9)	N/A (0)	100%	OUTCOME	100%	OUTCOME		
	13	4D	Cases where investigations of breaches of planning control are completed (%)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	New KPI for 19/20	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	OUTCOME	100%	OUTCOME	
	14	4E	Issue validated licences for Houses in Multiple Occupation within 12 weeks (%)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	New KPI for 19/20	(3 out of 4) 75%	(5 out of 8) 63%	(9 out of 13) 69%	(1 out of 4) 25%	(2 out of 5) 40%	(3 out of 7) 43%	(0 out of 2) N/A	(1 out of 4) 25%	(0 out of 5) 0%	49%	OUTCOME	75%	OUTCOME	Since 2013 the number of licensed HMOs in Bromley has risen from 33 to the current total of 133. The number of HMO Officers available to do the work has decreased by 50% from 4 to 2. Since January 2019 we have licensed 39 HMOs.	
	15	4F	Number of Fly-tipping enforcement actions (No.)	375	330	325	328	325	258	300	254	31	8	24	0	0	33	29	31	21	236	HIGH	300	AMBER	Implementation of the enforcement objectives of the Fly-Tipping Action Plan (FTAP) should see an improvement in performance. This will include target hardening measures to prevent fly-tipping in known hotspots. These activities will be supported by an increase in educational and prevention activities, including a new fly-tipping campaign. A co-ordinated approach is being progressed through the Fly-Tipping and Enforcement Working Group, with additional project support assigned during December 2019.	
	16	4G	Number of Fly-tipping incidents (No.)	3373	3343	3250	3246	3250	3067	3069	3172	281	258	276	274	264	249	254	292	287	3200	LOW	3000	AMBER		
	17	4H	Parking appeals heard by the Environment and Traffic Adjudicators (ETA) against PCNs issued by LBB (No.)	459	331	N/A	274	300	213	300	185	17	4	9	9	9	8	10	9	4	105	LOW	300	GREEN		
18	4I	Parking ETA cases won by LBB (% of cases heard)	74.0%	75.0%	N/A	81.0%	80.0%	80.0%	80.0%	81.6%	64.7%	50.0%	77.8%	77.8%	77.8%	87.5%	70.0%	77.8%	75.0%	80%	HIGH	80%	GREEN			