

Report No: ES20074				PP&E PORTFOLIO PLAN - PERFORMANCE OVERVIEW (2020/21)																									
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	2019-20 TARGET	2019-20 ACTUAL	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Year End Projection	WHAT DOES GOOD PERFORMANCE LOOK LIKE?	2020-21 TARGET	2020-21 RAG STATUS	COMMENTARY (BY EXCEPTION)	
1: We will keep Bromley safe	PPE 1	1A	Number of Community Impact Days	12	12	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	PPE 2	2A	Awareness raising events & training to groups & partners (No.)	45	80	N/A	115	70	129	70	90	70	72	0	0	0	0	1	0	2	2	0	0	70	HIGH	70	RED	The Trading Standards team have been unable to deliver outreach event in the community (e.g. talks and training) due to social distancing. The team have completed an online event via zoom. There have been no opportunities to carry out test purchases since the start of the pandemic. LBB have recently spoken to our partners at local police and are formulating plans to re-visit this area of work in the next couple of months.	
	PPE 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%	100%	100%	0	1 (100%)	3 (100%)	4 (100%)	2(100%)	0	4 (100%)	1 (100%)	0	3	100%	OUTCOME	N/A	OUTCOME		
	PPE 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	100	97	0	0	0	0	0	0	0	0	0	0	100	HIGH	100%	RED		
3: We will support and regulate businesses	PPE 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)	100% (A) 100% (B)	100% (A) 100% (B)	100% Risk A (3/3) 96% Risk B (107/111)	Annual 1 A and 78 Bs due.	FSA have suspended inspections from mid March to Mid July 2020 due to the disruption of COVID-19 to the programme resulting in a backlog of inspections, including high risk.	FSA have suspended inspections from mid March to Mid July 2020 due to the disruption of COVID-19 to the programme resulting in a backlog of inspections, including high risk.	FSA have suspended inspections from mid March to Mid July 2020 due to the disruption of COVID-19 to the programme resulting in a backlog of inspections, including high risk.	FSA have suspended inspections from mid March to Mid July 2020 due to the disruption of COVID-19 to the programme resulting in a backlog of inspections, including high risk.	FSA have suspended inspections from mid March to Mid July 2020 due to the disruption of COVID-19 to the programme resulting in a backlog of inspections, including high risk.	FSA have suspended inspections from mid March to Mid July 2020 due to the disruption of COVID-19 to the programme resulting in a backlog of inspections, including high risk.	FSA have suspended inspections from mid March to Mid July 2020 due to the disruption of COVID-19 to the programme resulting in a backlog of inspections, including high risk.	FSA have suspended inspections from mid March to Mid July 2020 due to the disruption of COVID-19 to the programme resulting in a backlog of inspections, including high risk.	Annual	HIGH	% to be determined by the FSA due to COVID-19		The Food Standards Agency (FSA) instructed LA's not to carryout inspections from mid-March to mid-July. The COVID-19 precautions means that the inspection process is longer than normal. Therefore the Food team will not be able nor be expected to make up the backlog of inspections by 31/3/21.	
	PPE 6	3B	Due Food Hygiene Interventions Completed (%)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	New KPI 20/21	FSA have suspended inspections from mid March to Mid July 2020 due to the disruption of COVID-19 to the programme resulting in a backlog of inspections, including high risk.	FSA have suspended inspections from mid March to Mid July 2020 due to the disruption of COVID-19 to the programme resulting in a backlog of inspections, including high risk.	FSA have suspended inspections from mid March to Mid July 2020 due to the disruption of COVID-19 to the programme resulting in a backlog of inspections, including high risk.	FSA have suspended inspections from mid March to Mid July 2020 due to the disruption of COVID-19 to the programme resulting in a backlog of inspections, including high risk.	FSA have suspended inspections from mid March to Mid July 2020 due to the disruption of COVID-19 to the programme resulting in a backlog of inspections, including high risk.	FSA have suspended inspections from mid March to Mid July 2020 due to the disruption of COVID-19 to the programme resulting in a backlog of inspections, including high risk.	FSA have suspended inspections from mid March to Mid July 2020 due to the disruption of COVID-19 to the programme resulting in a backlog of inspections, including high risk.	FSA have suspended inspections from mid March to Mid July 2020 due to the disruption of COVID-19 to the programme resulting in a backlog of inspections, including high risk.	Annual	HIGH	% to be determined by the FSA due to COVID-19					
	PPE 7	3C	Due Food Standards Interventions Completed (%)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	New KPI 20/21	FSA have suspended inspections from mid March to Mid July 2020 due to the disruption of COVID-19 to the programme resulting in a backlog of inspections, including high risk.	FSA have suspended inspections from mid March to Mid July 2020 due to the disruption of COVID-19 to the programme resulting in a backlog of inspections, including high risk.	FSA have suspended inspections from mid March to Mid July 2020 due to the disruption of COVID-19 to the programme resulting in a backlog of inspections, including high risk.	FSA have suspended inspections from mid March to Mid July 2020 due to the disruption of COVID-19 to the programme resulting in a backlog of inspections, including high risk.	FSA have suspended inspections from mid March to Mid July 2020 due to the disruption of COVID-19 to the programme resulting in a backlog of inspections, including high risk.	FSA have suspended inspections from mid March to Mid July 2020 due to the disruption of COVID-19 to the programme resulting in a backlog of inspections, including high risk.	FSA have suspended inspections from mid March to Mid July 2020 due to the disruption of COVID-19 to the programme resulting in a backlog of inspections, including high risk.	FSA have suspended inspections from mid March to Mid July 2020 due to the disruption of COVID-19 to the programme resulting in a backlog of inspections, including high risk.	Annual	HIGH	% to be determined by the FSA due to COVID-19					
	PPE 8	3D	Respond to 70% 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	N/A	New KPI for 19/20	80%	86%	92% (11 out of 12)	100% (22 out of 22)	87% (19 out of 22)	98% (35 out of 36)	91% (41 out of 45)	88% (38 out of 43)	89% (40 out of 45)	87% (42 out of 48)	93% (26 out of 28)	82% (28 out of 36)	91%	HIGH	70%		GREEN
	PPE 9	4A	Comply with 100% of CCTV Evidence Requests (%)	N/A	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%	Awaiting Data	100%	HIGH	100%		GREEN
4: We will protect and improve the environment	PPE 10	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%	100%	100% (0) (1 enquiry, no report)	100% (0) (1 enquiry, no report)	100% (1)	100% (11)	100% (1)	100% (1)	100% (1)	100% (1 enquiry, 0 report)	100% (0 report)	100% (1 enquiry, 0 report)	Awaiting Data (Technical Issues with Geoversion system)	100%	OUTCOME	N/A	OUTCOME	
	PPE 11	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%	100%	100% (5)	100% (3)	100% (2)	100% (16)	100% (5)	100% (5)	100% (9)	100% (7)	100% (13)	100% (11)	100%	OUTCOME	N/A	OUTCOME		
	PPE 12	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%	96%	30%	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	100%	OUTCOME	N/A	OUTCOME		
	PPE 13	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	75%	45%	0% (0 out of 1)	0% (0 out of 1)	0% (0 out of 4)	0% (0 out of 1)	0% (0 out of 1)	0% (0)	0% (0)	50% (1 out of 2)	N/A (0 out of 0)	100% (1 out of 1)	N/A	HIGH	85%	AMBER	The issuing of HMO licenses has been held in abeyance since August 2020, as ordinarily premises are inspected prior to the license being issued, and resultant of the pandemic, physical inspections have not been possible. The legislation allows for licenses to be issued prior to inspection, and this option is now being implemented. This is common practice in other local authorities, and on balance poses no additional risk to tenants, as this action will at least ensure that landlords are required to adhere to the standards and conditions attached to the license, and so strengthens the controls available to the Housing Team. Despite the change to local modus operandi the Council still has a legal obligation to inspect all licensed premises within the 5 years of the e.g. the duration of the licence. Inspections will nevertheless be brought forward and undertaken as soon as COVID restrictions allow.	
	PPE 14	4F	Total Number of Fly-tipping incidents (No)	3373	3343	3250	3178	3250	3067	3069	3172	3000	3123	196	218	227	284	307	370	320	378	338	331	3563	OUTCOME	N/A	OUTCOME		
	PPE 15	4G	Total Number of open fly-tipping incident investigations (No.)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	New KPI will be reported from November 2020 onwards	New KPI will be reported from November 2020 onwards	New KPI will be reported from November 2020 onwards	New KPI will be reported from November 2020 onwards	New KPI will be reported from November 2020 onwards	New KPI will be reported from November 2020 onwards	New KPI will be reported from November 2020 onwards	New KPI will be reported from November 2020 onwards	New KPI will be reported from November 2020 onwards	32 (open for period April to November)	30 (open for period April to December)	37 (open for period April to December)	N/A	OUTCOME	N/A	OUTCOME	Indicators 4G and 4H are new KPIs and a new method of reporting has been produced. This data will be produced from November 2020 onwards. The data will be reported from the LBB Enforcer System which will provide a detailed audit trail for these indicators.
	PPE 16	4H	% of closed cases where action has been taken (those where evidence was available) (%)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	New KPI will be reported from November 2020 onwards	New KPI will be reported from November 2020 onwards	New KPI will be reported from November 2020 onwards	New KPI will be reported from November 2020 onwards	New KPI will be reported from November 2020 onwards	New KPI will be reported from November 2020 onwards	New KPI will be reported from November 2020 onwards	New KPI will be reported from November 2020 onwards	13% (56 cases closed after investigation for April to November, of 56 cases 7 have had action which is the 13%)	19% (72 cases closed after investigation for April to December, of 72 cases 14 have had action which is the 19%)	17% (85 cases closed after investigation for April to December, of 85 cases 15 have had action which is the 17%)	N/A	OUTCOME	75%	OUTCOME	4G this will be an open indicator, in that it will monthly update on the number of open fly-tipping incidents investigations in the system - this because investigations can take longer than one month and action maybe ongoing. To allow for comparison of data with previous and future years it is proposed this indicator is given a set time period of the financial year – i.e. the number of open cases in the system which were commenced between April and March. 4H will be a monthly update of the % of cases closed from the same set time period of 4G where evidence was available and action has been taken. While we have not met our 75% target of action taken where evidence is found this will change in future months where investigations and actions will be quickly decided upon where it is apparent that there is no likelihood of a successful prosecution or that the time spent investigating the fly tip is not cost effective	
	PPE 17	4I	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	300	112	0	4	0	28	64	17	8	16	13	7	188	LOW	250	GREEN		
PPE 18	4J	Parking ETA cases won by LBB (% of cases heard)	74.0%	1	N/A	81.0%	80.0%	80.0%	80.0%	81.6%	80%	74%	0%	75%	0%	89%	75%	76%	100%	68%	62%	100%	65%	HIGH	75%	AMBER	Due to Environment and Traffic Adjudicators (ETA) closing down due to COVID-19 lockdown, decisions to refer cases were sent to LBB when the team had started online hearings. Before this decision all cases were referred to May (hence why it is 75% in May because hearings took place). Then in June the ETA referred all cases to July and August to clear the backlog of cases received during the lockdown period. This is why the number for April and June is 0 because no cases heard by ETA in the month of June. This is due to no cases being passed to ETA from the end of March to the end of May 2020. In August 2020 a high number of cases were lost and this was due to ETA catching up on caseloads and reviewing cases from the backlog. This was the backlog which built up due to lockdown earlier in the year. A few cases have been lost on technicalities due to location signs and lines.		