

Report No: FS20125																			
Outcome	PORTFOLIO PLAN INDICATOR	DESCRIPTION	2019-20 TARGET	2019-20 ACTUAL	2020-21 TARGET	2020-21 ACTUAL	WHAT DOES GOOD PERFORMANCE LOOK LIKE?	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	2021-22 Year End Projection	2021-22 TARGET	2021-22 RAG STATUS	RAG Threshold	COMMENTARY (BY EXCEPTION)	
1: We will keep Bromley safe	1A	Number of Community Impact Days	12	12	12	12	HIGH	1	1	1	1	1	1	12	12	GREEN	Red: more than 10% Amber: Within 10% Green: At target or above		
	1B	Number of meetings attended (COVID-19 Board Meetings)	N/A	N/A	New KPI 21/22	New KPI 21/22	HIGH	100%	100%	100%	100%	N/A	N/A	100%	100%	GREEN	Red: more than 10% Amber: Within 10% Green: At target or above	All COVID-19 meetings attended. As restrictions have lifted, this indicator will cease.	
2: We will protect consumers	2A	Number of awareness raising events & training to groups & partners (No.)	70	72	70	5	HIGH	0	2	3	0	0	4	20	20	GREEN	Red: more than 10% Amber: Within 10% Green: At target or above	Over the past few weeks, the team have been getting requests to attend face to face gatherings of community groups, so the team expect to see an increase in events throughout the remainder of this year. However, the team will not reach the original annual target (70) which is a direct result of the pandemic. Currently there are 19 talks booked for the year up until the 31st March 2022.	
	2B	Rapid Response interventions responded to within 2 hours (%)	100%	100%	100%	100%	HIGH	1 (100%)	1 (100%)	4 (100%)	6 (100%)	5 (100%)	2 (100%)	100%	100%	GREEN	Red: more than 10% Amber: Within 10% Green: At target or above	Challenge 25 test purchasing will take place on 22nd October which will be followed by under age test purchasing where there are failures.	
	2C	Compliance with Challenge 25 test purchase operations to detect the sale of age restricted products (No.)	100	97	100	100	HIGH	0	0	2	0	0	0	20	20	GREEN	Red: more than 10% Amber: Within 10% Green: At target or above		
3: We will support and regulate businesses	3A	Inspections of high-risk food hygiene business undertaken (%) (Risk A and B food premises)	100% (A) 100% (B)	100% Risk A (3/3) 96% Risk B (107/111)	% to be determined by the FSA due to COVID-19	Annual Risk A - 1 Risk B 37	HIGH	N/A	N/A	N/A	N/A	N/A	N/A	Risk A - 1 out of 1 - 100% Risk B - 26 out of 37 - 70%	100%	N/A	RED	Red: more than 10% Amber: Within 10% Green: At target or above	For 3A to 3C As a result of FSA guidance, physical inspections stopped, and they required officers to lead on work relating to advice, education. This enabled the work area to focus on the Covid-19 response and meant that the usual statutory requirements in relation to food hygiene inspections were amended on an ongoing basis as the year progressed. As a result of the hiatus in inspections, there is now a backlog, and in response the FSA have produced a Recovery Plan (RP) which sets out the FSA's guidance and advice to local authorities for the period from 1 July 2021 to 2023/24, as they recognise that Councils may not be able to address the backlog and the inspections due within year. The Food Safety Plan (FSP) has been produced, and this provides the roadmap for how the due and overdue inspections will be delivered.
	3B	Due Food Hygiene Interventions Completed (%)	N/A	New KPI 20/21	% to be determined by the FSA due to COVID-19	Annual All FH - 588	HIGH	N/A	N/A	N/A	N/A	N/A	N/A	All FH - 196 out of 612 - 32%	100%	% to be determined by the FSA due to COVID-19	RED	Red: more than 10% Amber: Within 10% Green: At target or above	3A: There is 1 Cat A premises outstanding for inspection, and 37 Cat B premises that are due to be inspected this year. In accordance with the FSP it is anticipated that the backlog of Cat B premises that require an inspection will be completed by March 2022. 3B: There are 612 due inspections (Cat C to E) due this year. In accordance with the FSP it is anticipated that 100% of the due hygiene inspections (Cat C-D) will be completed by March 2022. Despite additional resources being provided, staffing levels within the team remain an issue due to the national shortage of food safety officers. The team currently (October 2021) has vacancies due to three officers taking retirement in the past 4 months including the manager, and one officer who is leaving the team to take a job with the City of Westminster on the 15th of October 2021. The team are currently in the process of recruiting officers to fill these vacant posts. So far one new full time permanent food safety officer has been recruited and started work on the 11th of October 2021. 3C: Where possible Food Standards Interventions will be carried out at the same time as Food Hygiene Interventions. In accordance with the FSP it is anticipated that 100% of the due Food Standards inspections will be completed by March 2022.
	3C	Due Food Standards Interventions Completed (%)	N/A	New KPI 20/21	% to be determined by the FSA due to COVID-19	Annual All FS - 162	HIGH	N/A	N/A	N/A	N/A	N/A	N/A	All FS - 123 out of 162 - 76%	100%	% to be determined by the FSA due to COVID-19	RED	Red: more than 10% Amber: Within 10% Green: At target or above	
	3D	Respond to 70% of complaints/enquiries about food and food premises within 5 working days (%)	80%	86%	70.00%	90%	HIGH	89% (40 out of 45)	90% (40 out of 44)	85% (52 out of 61)	73% (29 out of 40)	77% (23 out of 30)	77% (23 out of 30)	97% (32 out of 33)	85%	70%	GREEN	Red: more than 10% Amber: Within 10% Green: At target or above	
	3E	COVID-19 Educate – respond to business advice request within 7 working days	N/A	N/A	New KPI 21/22	New KPI 21/22	HIGH	76%	84%	85%	90%	90%	No complaints received	No Complaints received	90%	90%	GREEN	Red: more than 10% Amber: Within 10% Green: At target or above	

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	4A	Comply with 100% of CCTV Evidence Requests (%)	100%	100%	100%	100%	HIGH	100%	100%	100%	100%	100%	100%	100%	100%	GREEN	Red: more than 10% Amber: Within 10% Green: At target or above	
	4B	Serve statutory notices where appropriate (nuisance and pollution) (%) outcome based	100%	100%	N/A	100%	OUTCOME	100% (6)	100% (3)	100% (2)	100% (4)	100% (4)	100% (8)	100%	N/A	OUTCOME	Red: more than 10% Amber: Within 10% Green: At target or above	
	4C	Cases where investigations of breaches of planning control are completed (%)	100%	96%	N/A	100%	OUTCOME	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	Awaiting Data	N/A	N/A	OUTCOME	Awaiting Data	
	4D	Issue HMO licenses where valid applications are received (%)	75%	45%	100%	17.6% (3 out of 17)	HIGH	100% (12 out of 12)	100% (6 out of 6)	100% (6 out of 6)	100% (4 out of 4)	100% (2 out of 2)	100% (1 of 1)	100%	100%	GREEN	Red: more than 10% Amber: Within 10% Green: At target or above	Previously this showed as a Red Rag, as HMO licensing inspections were impacted due to Covid-19 restrictions, this in turn delayed licence applications being validated and limited the number of licences being issued. A recent change in procedure to allow licence applications to be validated and licences to be issued without prior inspection (as permitted in law). This has reduced the delays and increased the number of licences being issued. Notwithstanding this, additional issues are occurring in real time, as the external contractors relied upon by landlords (e.g. gas compliance) have been unavailable. As such, some applications had been submitted incomplete. As this indicator relies on complete applications to be valid, the risk has reverted back to green.
	4E	Total Number of Fly-tipping incidents (No.)	3000	3123	N/A	3565	OUTCOME	303	286	324	321	353	323	3820	N/A	OUTCOME	N/A	
	4F	Total Number of open fly-tipping incident investigations (No.)	N/A	New KPI will be reported from November 2020 onwards	N/A	42 (open for period April to March)	OUTCOME	13 (open for period April only)	21 (open for period April to May)	40 (open for period April to June)	41 (open for period April to July)	42 (open for period April to August)	30 (open for period April to September)	N/A	N/A	OUTCOME	N/A	4F 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.
0	4G	Fly-tipping % of closed cases where action has been taken (those where evidence was available) (%).	N/A	New KPI will be reported from November 2020 onwards	75%	16% (136 cases closed after investigation for April to March of 136 cases 22 have had action which is the 16%)	OUTCOME	91% (12 cases closed after investigation for April, of 12 cases 11 have had action taken which is 91%)	92% (28 cases closed after investigation for April to May, of 28 cases 26 have had action taken which is 92%)	60% (43 cases closed after investigation for April to June, of 43 cases 26 have had action taken which is 60%)	58% (57 cases closed after investigation for April to July, of 57 cases 33 have had action taken which is 58%)	54% (77 cases closed after investigation for April to August, of 77 cases 42 have had action taken which is 54%)	35% (122 cases closed after investigation for April to September, of 122 cases 43 have had action taken which is 35%)	50%	50%	OUTCOME	N/A	4G will be a monthly update of the % of cases closed from the same set time period of 4H where evidence was available and action has been taken. 4G for April shows 11 cases where actions have taken and this includes 9 warning letters, 1 Fixed penalty notice (FPN) and 1 prosecution. The prosecution resulted in a fine. In May there was a total of 15 cases where actions had been taken and they were 11 warning letters and 4 FPNs. In June the cumulative number remained at 26 cases where action had been taken. In July the total number of cases where action had taken was 7. This was 6 warning letters and 1 FNP. In August the total number of cases where action had been taken was 9. This was 7 warning letters and 2 FPNs. In September the total number of cases where action had been taken was 1. This was 1 warning letter. The cumulative total is 43, 11 (April), 15 (May), remained the same in June, 7 (July), 9 (August) and 1 (September).
	4H	Parking appeals heard by the Environment and Traffic Adjudicators (ETA) against PCNs issued by LBB (No.)	300	112	200	178	LOW	17	7	16	17	25	17	198	200	GREEN	Red: More than 250 Amber: More than 225 Green: Up to 225	This target will need to be revisited following the commencement of enforcement of Moving Traffic Contraventions in September as many more PCNs can be expected. This will take a couple of months for the MTC PCNs to process to this stage of appeal.
	4I	Parking ETA cases won by LBB (% of cases heard)	80%	74%	75%	68%	HIGH	76%	86%	94%	76%	76%	100%	85%	75%	GREEN	Red: Less than 65% Amber: Less than 70% Green: At target or above	Cases are reviewed monthly to ensure best practices are being followed. Any concerns are reported back to the CEOs or Council officers to resolve at the early stages on any future appeals of a similar nature.
	4J	COVID-19 Official Controls and Enforcement – serve statutory notices where appropriate with regard to 4 E's (Engage, Explain, Encourage, Enforce) model and LBB enforcement policy	N/A	N/A	100%	New KPI 21/22	OUTCOME	100% (16 out of 16)	100% (10 out of 10)	100% (9 out of 9)	N/A (0 out of 0)	N/A (0 out of 0)	N/A (0 out of 0)	100%	100%	OUTCOME	Red: More than 10% Amber: Within 10% Green: At target or above	Further visits identified non-compliance with pavement licences. Those premises who were issued with warning for social distancing issues were all compliant. All of the businesses in Beckenham High Street are now compliant with regards to pavement licences. All covid regulations (apart from Directions) have been repealed.