

# HPR Operational KPIs

August 2022

*Prepared by Compliance & Strategy for  
Councillor Yvonne Bear*

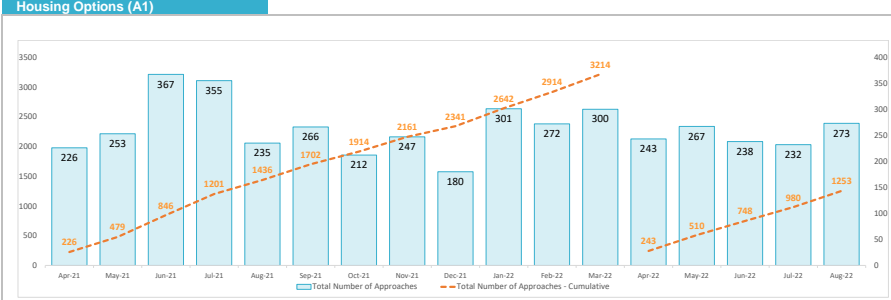
# Housing KPIs



# RRH Portfolio Performance Report

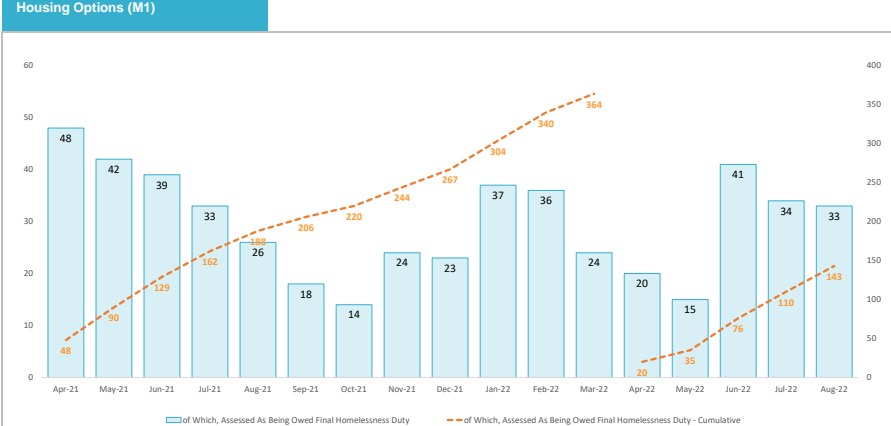
## HPR Monthly Operational KPIs – August 2022

### KPI H1 Approaches – Volumes



RAG Targets			Actual Cumulative Performance YTD v PYTD	1253 Approaches (Current Year) 3214 Approaches (Previous Year)
N/A	N/A	N/A		
Description			Commentary	
Total Volumes for Approaches by Month and YTD			Homeless approaches have remained high but steady. There was a significant increase in approaches in June 2021 following the end of the ban on evictions which was brought in during the covid pandemic.	

### KPI H2 Main Duty Assessments – Volumes



RAG Targets			Actual Cumulative Performance YTD v PYTD	143 Final Homeless Duty (Current Year) 364 Final Homeless Duty (Previous Year)
N/A	N/A	N/A		
Description			Commentary	
Total Volumes for Main Duty Assessments by Month and YTD			Main duty assessments are lower than expected due to significant difficulties in recruiting experienced Housing Options Staff. This was experienced not only by Bromley but by Local Authorities across London. An extensive recruitment drive was successfully undertaken. As the team is now at capacity these numbers should start to rise following a period of intensive training for all new officers.	

### KPI H3 Number on Register by Band And Bed Size – Volumes

Total Number on Register by Band And Bed Size	0-1 bed	2 bed	3 bed	4 bed	5 bed	6 bed	7 bed	Total by Band	YTD v EoY MAR22
	30.4%	29.6%	29.8%	9%	1%	0%	0%		
<b>Band E</b>	4		9	6				19	-7
<b>Band 1</b>	304	117	169	93	16	3		702	70
<b>Band 2</b>	171	474	311	78	14		1	1049	-35
<b>Band 3</b>	154	86	250	45	3			538	31
<b>Band 4</b>	182	119	60	16				377	8
<b>Total by Bed Size</b>	<b>815</b>	<b>796</b>	<b>799</b>	<b>238</b>	<b>33</b>	<b>3</b>	<b>1</b>	<b>2685</b>	
<b>YTD v EoY MAR22</b>	52	-8	19	3	1	0	0		

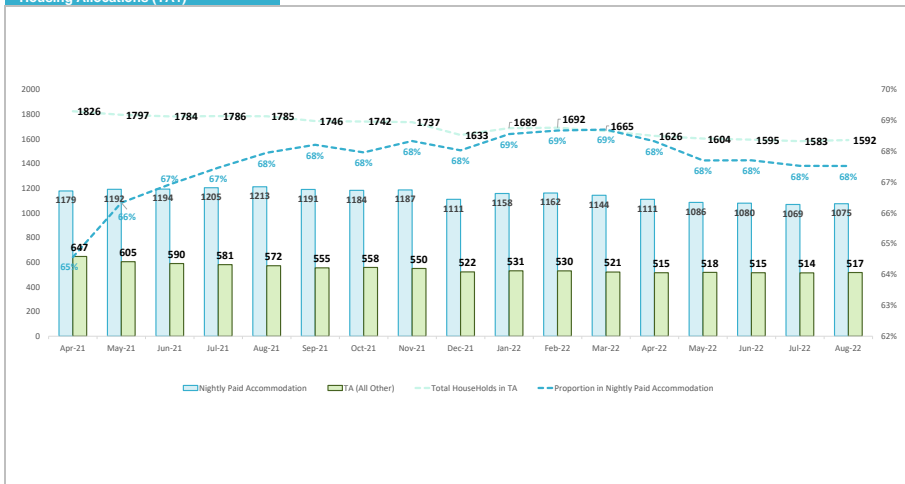
RAG Targets			Actual Performance Month	2685 Total on Register
N/A	N/A	N/A		
Description			Commentary	
Monthly Snapshot of Total Volumes on Register by Band and Bed Size			Whilst numbers on the Register remain broadly stable there has been an increase in the number of one bed households. Numbers of high priority cases are also increasing.	

# RRH Portfolio Performance Report

## HPR Monthly Operational KPIs – August 2022

### KPI H4 Housing Allocations (TA1)

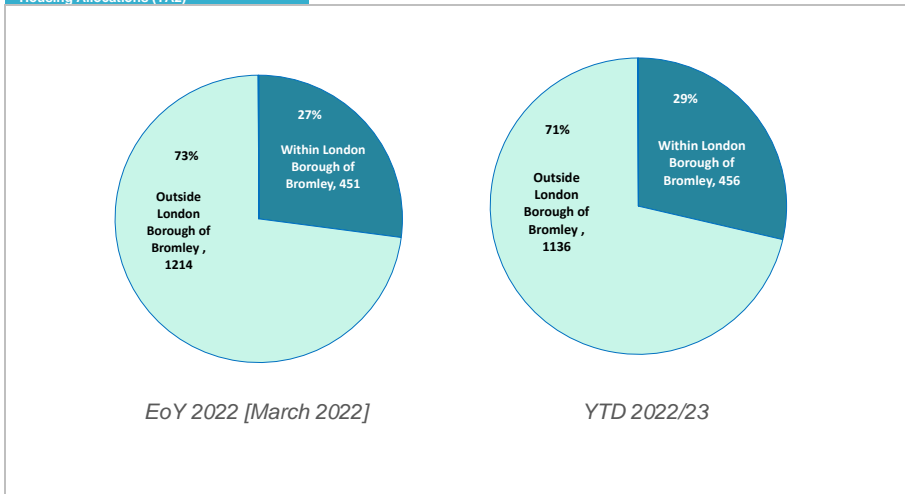
### Households In Temporary Accommodation – Volumes



RAG Targets			Actual Performance Month	1075 Nightly 1592 Total TA
N/A	N/A	N/A		
Description			Commentary	
Total Monthly Volumes for TA, Nightly Paid Accommodation (volume and %) and All Other TA			<p>Despite very challenging circumstances we have achieved a slight reduction on the numbers in temporary accommodation. However we have not been able to achieve the reductions in nightly accommodation that we would have hoped. Prices for this type of accommodation continue to rise as other forms of TA, such as private sector leasing continue to decline.</p>	

### KPI H5 Housing Allocations (TA2)

### Total Placements - Volumes



RAG Targets			Actual Performance Month	456 In Borough 1136 Out of Borough
N/A	N/A	N/A		
Description			Commentary	
Snapshot of Total Placements In and Out of Borough			<p>Over 70% of temporary accommodation placements are outside of the borough boundaries. This has an impact on schooling, employment and access to support. It is becoming increasingly difficult to secure accommodation locally and placements are moving further and further away from the borough boundaries due to a lack of local availability.</p>	

# Planning KPIs

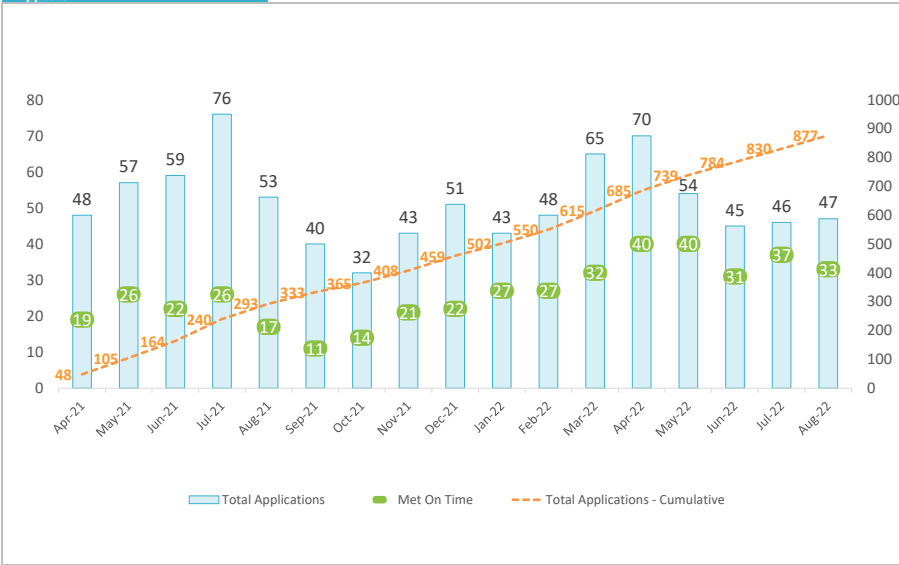


# RRH Portfolio Performance Report

## HPR Monthly Operational KPIs – August 2022

### KPI P1 Development Management (DM) and Appeals

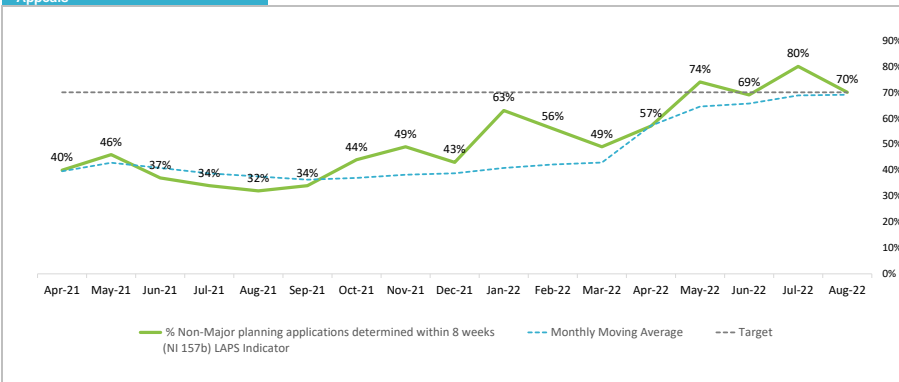
### Non-Major Applications - Volumes



RAG Targets			Actual Cumulative Performance 2Yr-YTD	877 Applications
N/A	N/A	N/A		
Description			Commentary	
Total Volumes for Non-Major Applications Received by Month and YTD Over 2 Year Period			Volume of applications incoming has been relatively steady over the last few months.	

### KPI P2 Development Management (DM) and Appeals

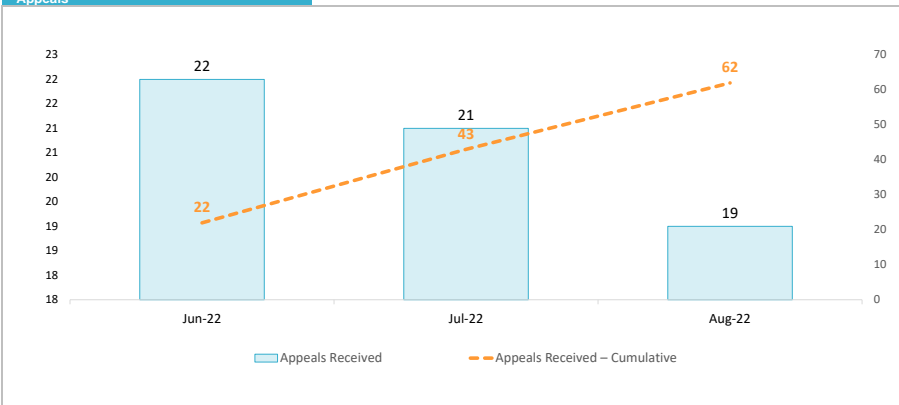
### Non-Major Applications - Timeliness



RAG Targets			Actual Performance this Month	70%
<70%	N/A	≥70%		
Description			Commentary	
% for Non-Major Planning Applications Determined within 8 Weeks by Month			Performance continues to meet or exceed the 70% target. Fluctuation in recent months is due to overtime cases being processed, including backlog cases.	

### KPI P3 Development Management (DM) and Appeals

### Non-Major Appeals - Volumes



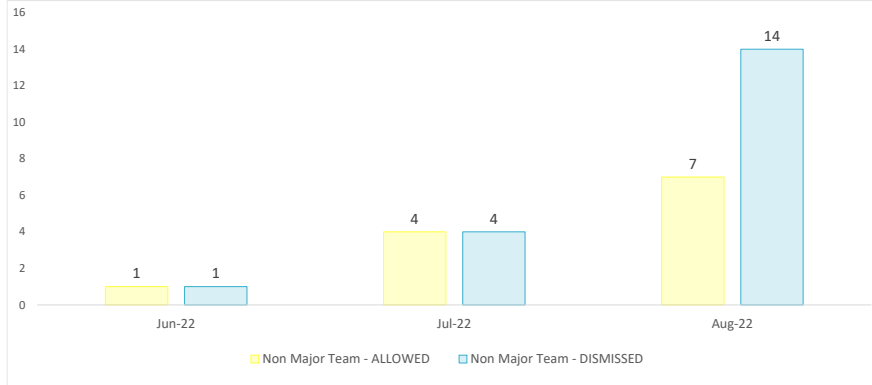
RAG Targets			Actual Cumulative Performance	62 Appeals Received
N/A	N/A	N/A		
Description			Commentary	
Snapshot Last 3 Months for Non-Major Team Appeals Received			Volume of appeals received remains relatively steady.	

# RRH Portfolio Performance Report

## HPR Monthly Operational KPIs – August 2022

**KPI P4**  
Development Management (DM) and Appeals

### Non-Major Appeals – Allowed/Dismissed



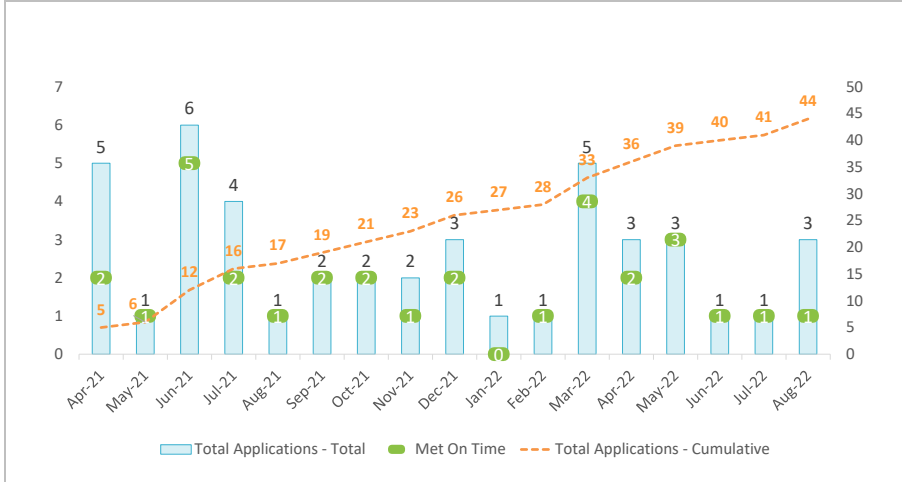
RAG Targets			Actual Performance this Month	<b>7</b> Allowed <b>14</b> Dismissed
N/A	N/A	N/A		
<b>Description</b>			<b>Commentary</b>	
Snapshot Last 3 Months for Non-Major Team Appeals Decisions – Allowed/Dismissed			Strong performance on non-major appeals with 14 dismissed in the period.	

# RRH Portfolio Performance Report

## HPR Monthly Operational KPIs – August 2022

### KPI P5 Development Management (DM) and Appeals

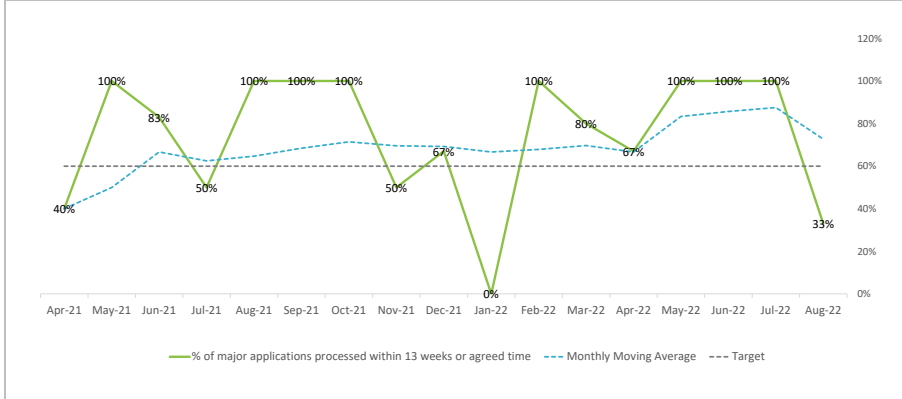
#### Major Applications - Volumes



RAG Targets			Actual Cumulative Performance 2Yr-YTD	44 Applications
N/A	N/A	N/A		
Description			Commentary	
Total Volumes for Major Applications Received by Month and YTD Over 2 Year Period			Slight increase in submissions for August 2022.	

### KPI P6 Development Management (DM) and Appeals

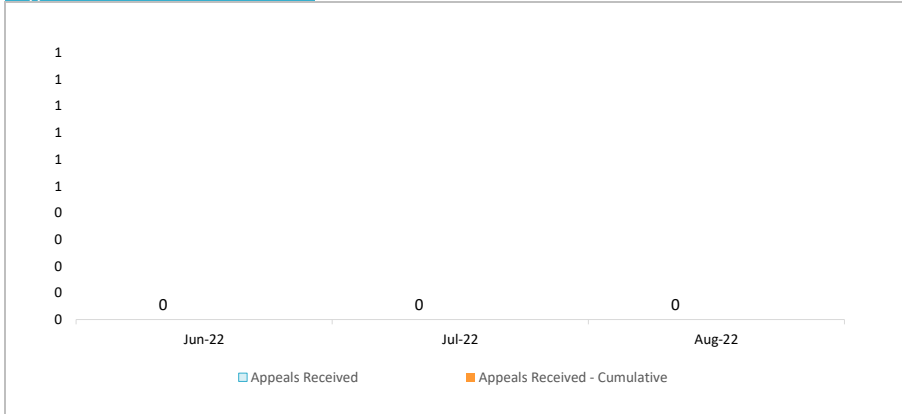
#### Major Applications - Timeliness



RAG Targets			Actual Performance this Month	33%
<60%	N/A	≥60%		
Description			Commentary	
% of Major Applications Processed within 13 Weeks or Agreed Time			Given the small number of major applications determined issuing one or two decisions out of time has a large effect on performance, however cumulative performance continues to be above the 60% target required.	

### KPI P7 Development Management (DM) and Appeals

#### Major Appeals - Volumes



RAG Targets			Actual Performance this Month	0 Appeals Received
N/A	N/A	N/A		
Description			Commentary	
Snapshot Last 3 Months for Major Team Appeals Received			Number of appeals received reflects positive approach to decision making on Major applications.	

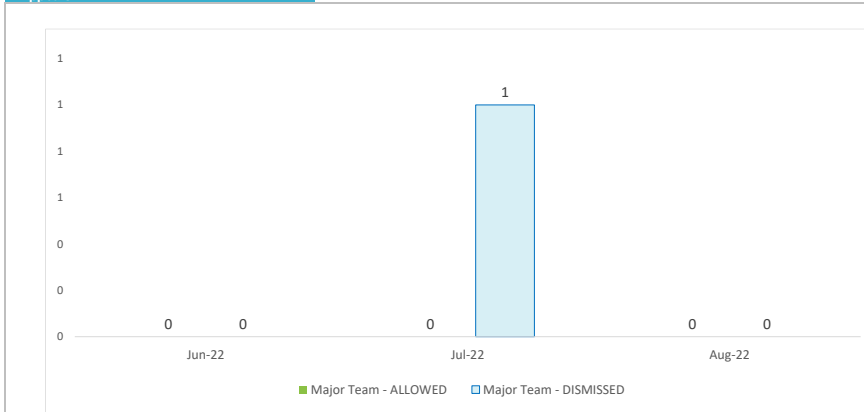


# RRH Portfolio Performance Report

## HPR Monthly Operational KPIs – August 2022

**KPI P8**  
Development Management (DM) and Appeals

### Major Appeals – Allowed/Dismissed



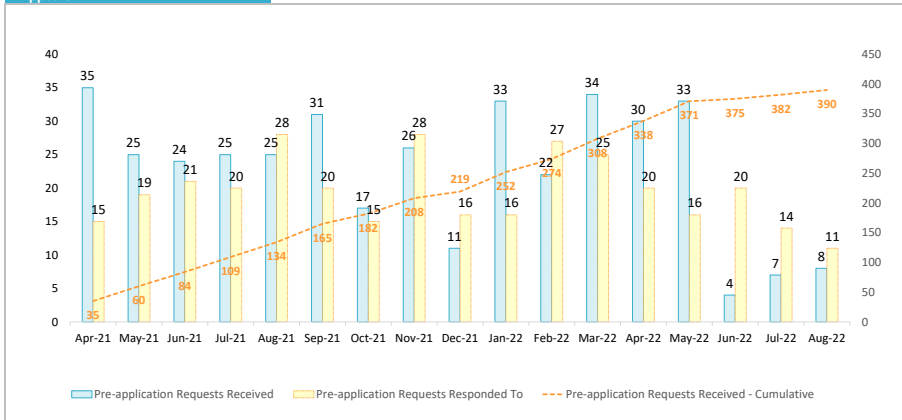
RAG Targets			Actual Performance this Month	0 Allowed 0 Dismissed
N/A	N/A	N/A		
Description			Commentary	
Snapshot Last 3 Months for Major Team Appeals Decisions – Allowed/Dismissed			No Appeals determined in the month of AUG22.	

# RRH Portfolio Performance Report

## HPR Monthly Operational KPIs – August 2022

### KPI P9 Development Management (DM) and Appeals

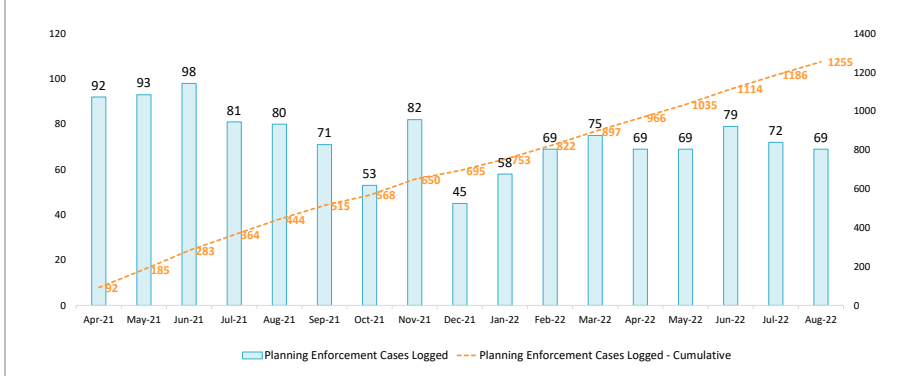
#### Pre-Applications - Volumes



RAG Targets			Actual Cumulative Performance 2Yr-YTD	390 Received
N/A	N/A	N/A		
Description			Commentary	
Total Volumes for Pre-Applications Received by Month and YTD Over 2 Year Period			Temporary suspension of parts of the pre-application service mean that submission are lower than usual in recent months.	

### KPI P10 Enforcement

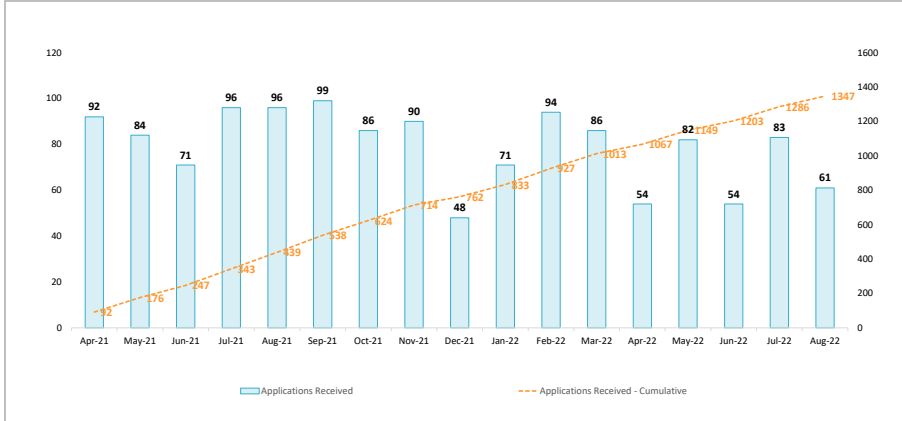
#### Enforcement Cases - Volumes



RAG Targets			Actual Cumulative Performance 2Yr-YTD	1255 Cases Logged
N/A	N/A	N/A		
Description			Commentary	
Total Volumes for Planning Enforcement Cases Logged by Month and YTD Over 2 Year Period			Slight drop from previous year AUG21, no real significant changes this month based on year on year comparison.	

### KPI P11 Trees

#### Trees Applications - Volumes

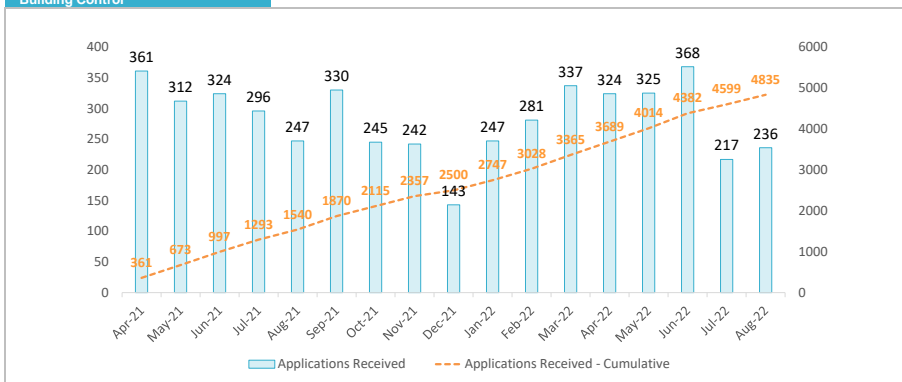


RAG Targets			Actual Cumulative Performance 2Yr-YTD	1347 Received
N/A	N/A	N/A		
Description			Commentary	
Total Volumes for Tree Applications Received by Month and YTD Over 2 Year Period			The total 61 Trees applications this month has got a slight drop from 96 on the previous year.	

# RRH Portfolio Performance Report

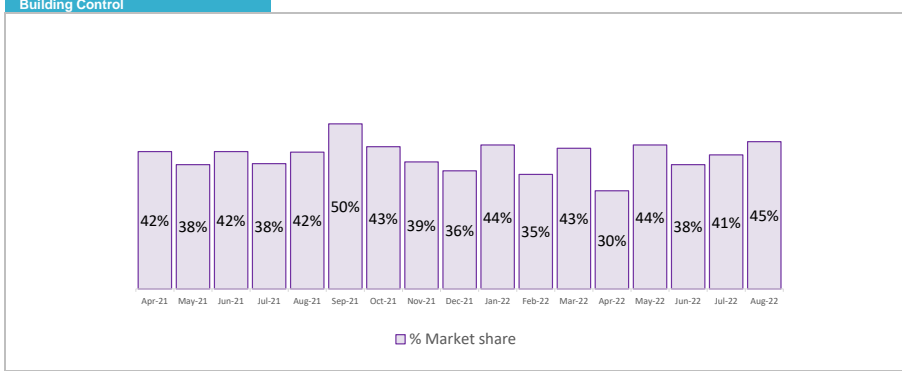
## HPR Monthly Operational KPIs – August 2022

### KPI P12 Building Control **Building Control Applications - Volumes**



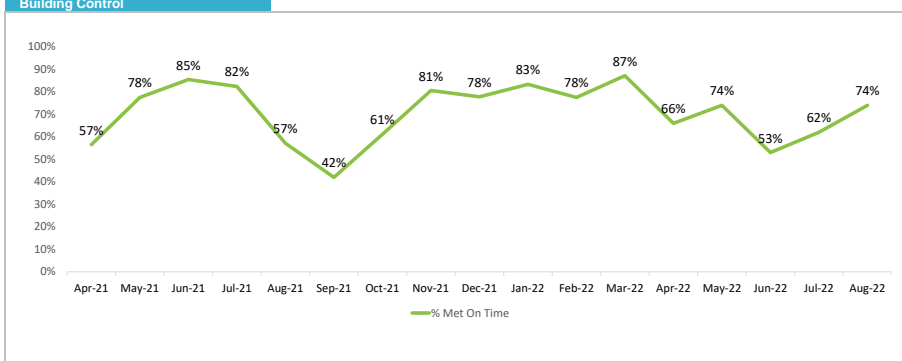
RAG Targets			Actual Cumulative Performance 2Yr-YTD	4,835 Applications
N/A	N/A	N/A		
Description			Commentary	
Total Volumes for Applications Received by Month and YTD Over 2 Year Period			Total number of applications APR22 – AUG22 has decreased by just under 5% when compared with same period in 2021.	

### KPI P13 Building Control **Market Share - %**



RAG Targets			Actual Performance this Month	45%
N/A	N/A	N/A		
Description			Commentary	
% of Market Share Monthly - New Applications Dealt With By Bromley Against Total Number of Applications Open to Competition			Generally market share has remained constant. However, figures from MAR22 to JUL22 include new but transferred (duplicated) Initial Notices due to Approved Inspector ceasing to operate.	

### KPI P14 Building Control **Full Plans Applications Processed - % On Time**



RAG Targets			Actual Performance this Month	74%
≤65 %	66% to 85%	≥86%		
Description			Commentary	
% Full Plans Applications Checked or Determined Within 15 working Days From Validation			April to JUL21 figures are not correct due to data entry of decisions. Weekly reporting and monitoring reports introduced by SEP21, this picked up previous missed decisions hence the dip in performance in September.	