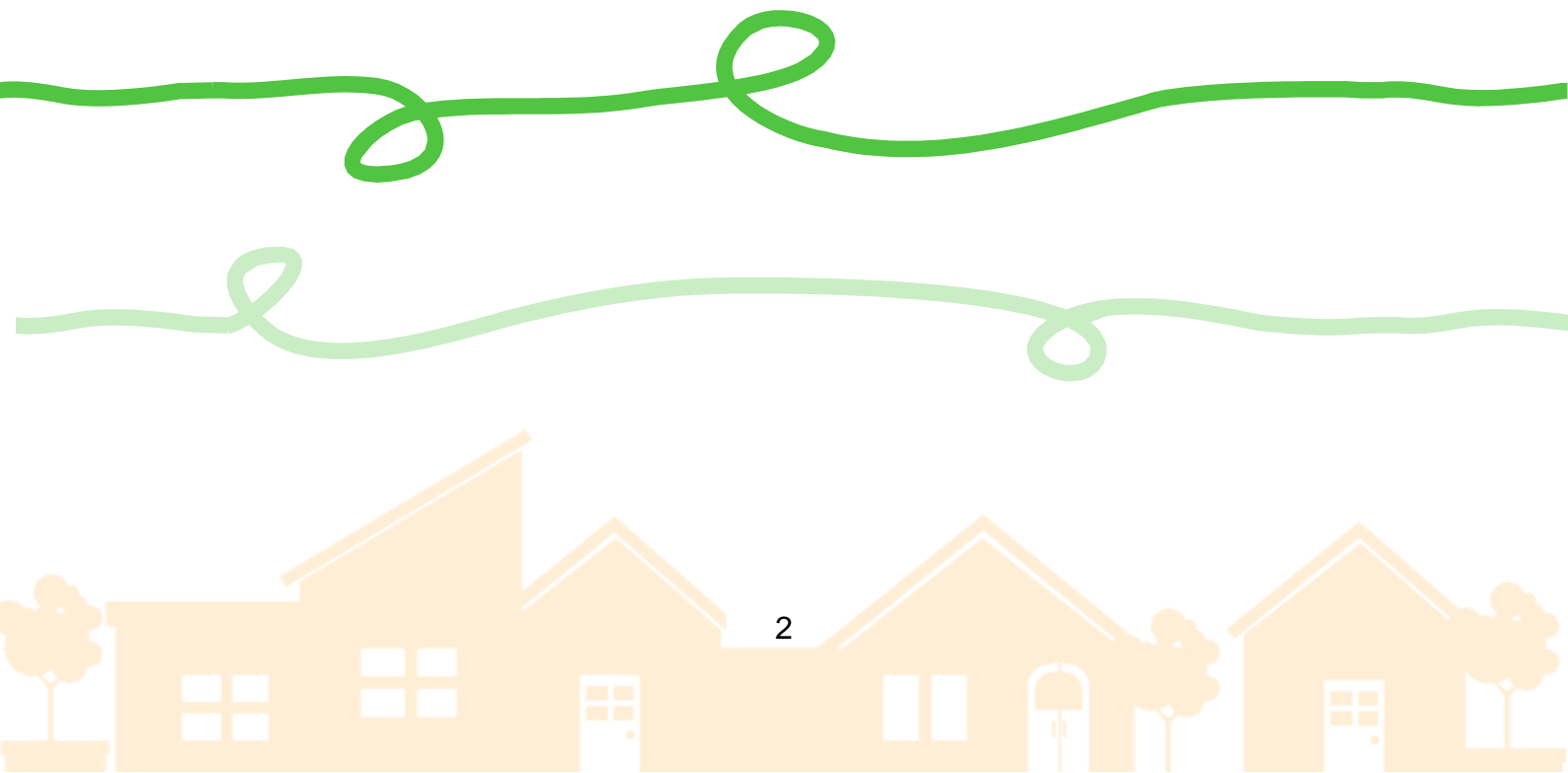


HPR Operational KPIs

Q4 2022/3 Jan-Mar

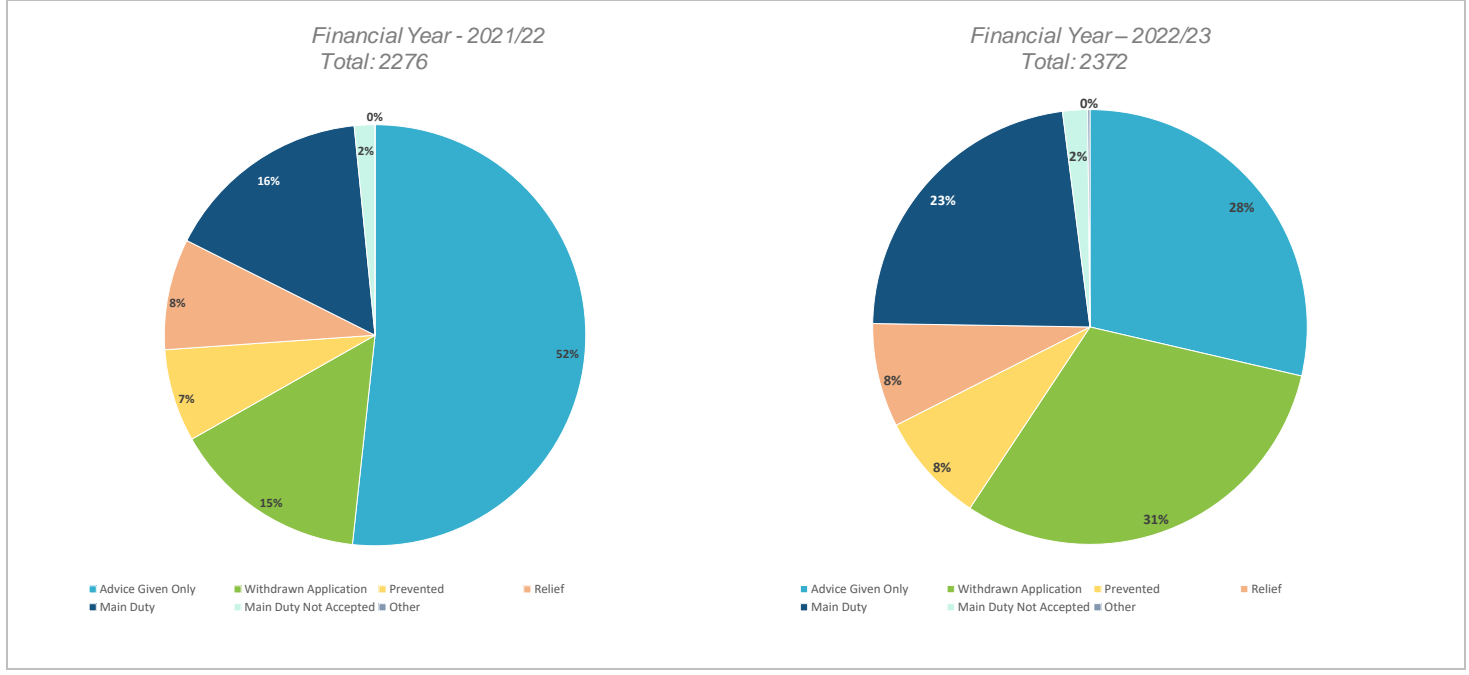
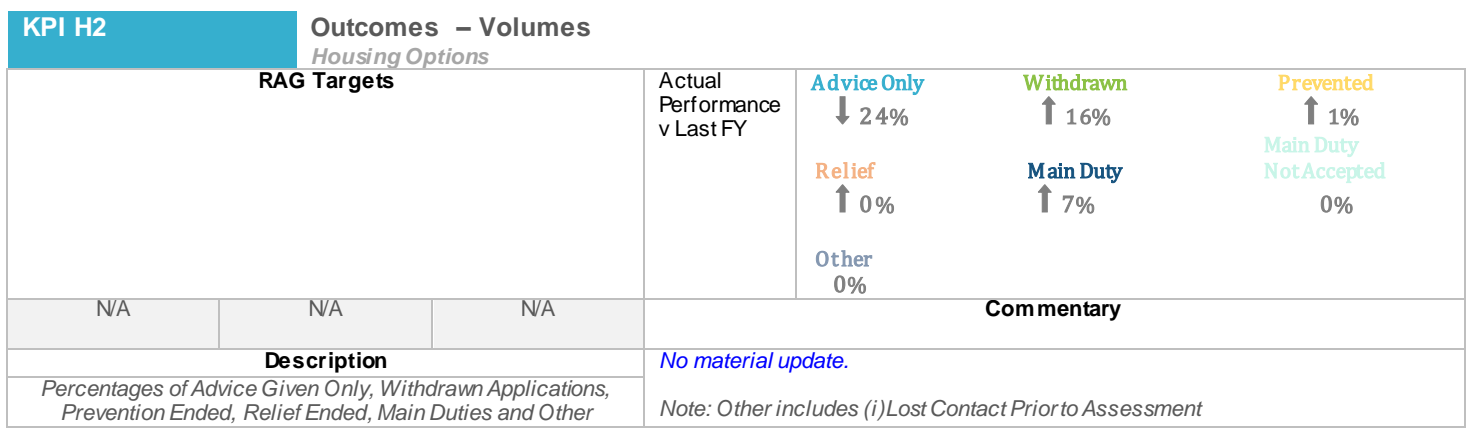
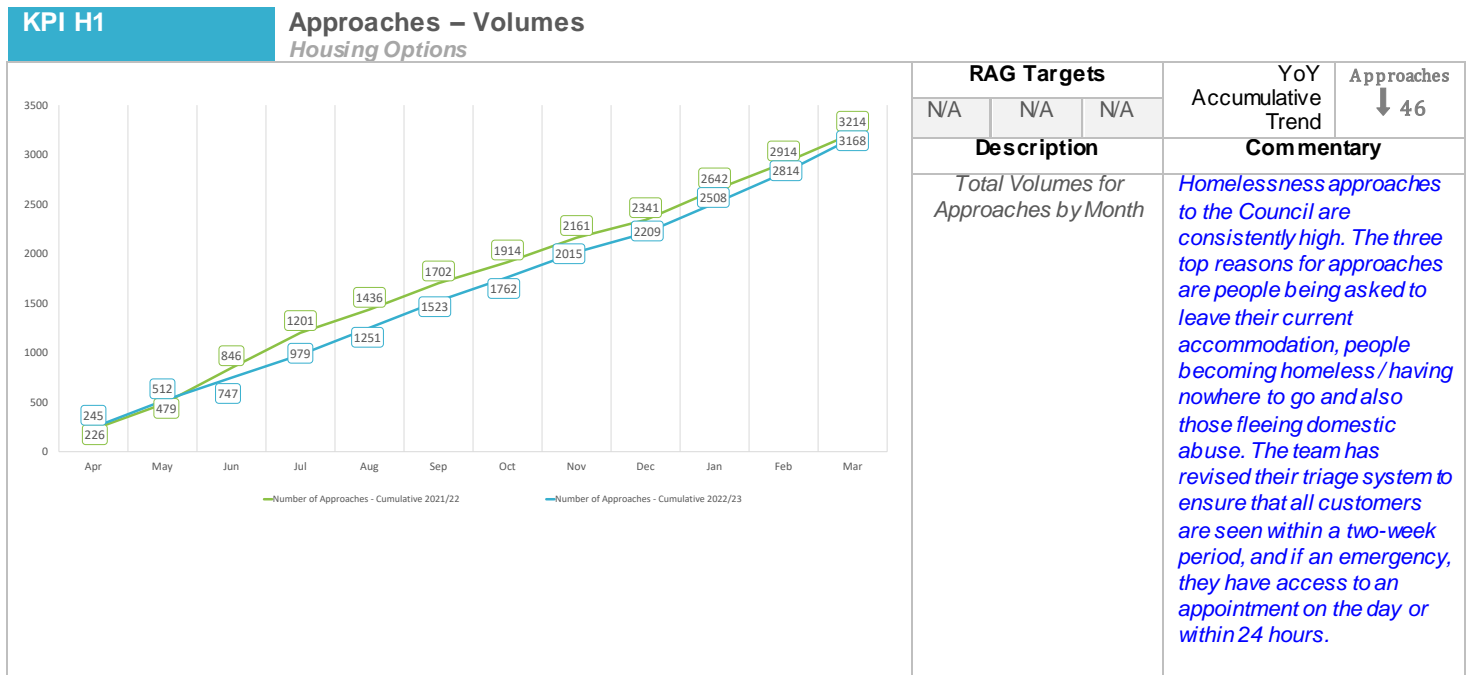
Prepared by Compliance & Strategy

Housing KPIs



RRH Portfolio Performance Report

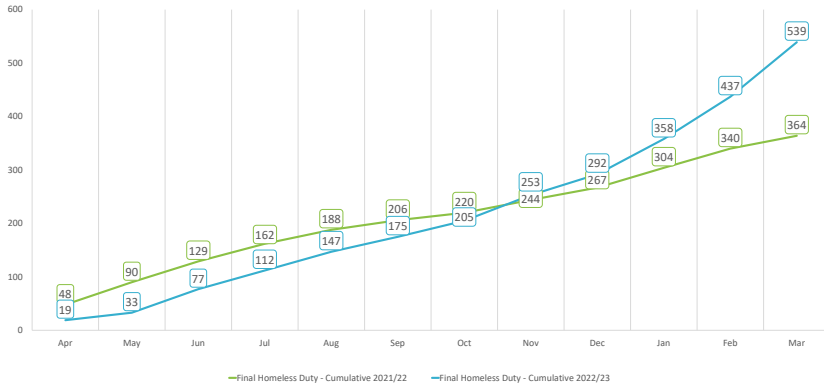
HPR Monthly Operational KPIs – March 2023



RRH Portfolio Performance Report

HPR Monthly Operational KPIs – March 2023

KPI H3 Main Duty Assessments – Volumes Housing Options



| RAG Targets | | | YoY Accumulative Trend | Main Duty |
|--|-----|-----|--|-----------|
| N/A | N/A | N/A | | ↑ 175 |
| Description | | | Commentary | |
| Total Volumes for Main Duty Assessments by Month | | | <p>50% increase in homelessness decisions at 584, compared to the year before 2021/22 (389). The team wish to increase the range of housing options, to successfully prevent and relief homelessness in line with the Homelessness Reduction Act 2017, to reduce the number requiring a full main duty assessment.</p> | |

KPI H4 Households In Temporary Accommodation – Volumes Housing Allocations

RAG Targets

Actual Performance v Last FY

Nightly Paid ↓ 80

TA (All Other) ↓ 55

Current Total in TA: 1530

N/A

N/A

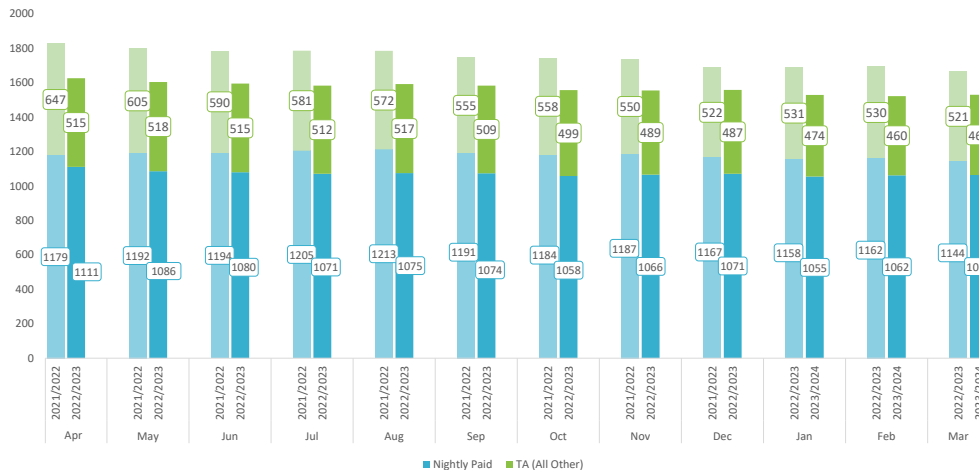
N/A

Commentary

Description

Total Monthly Volumes for Nightly Paid Accommodation and All Other TA

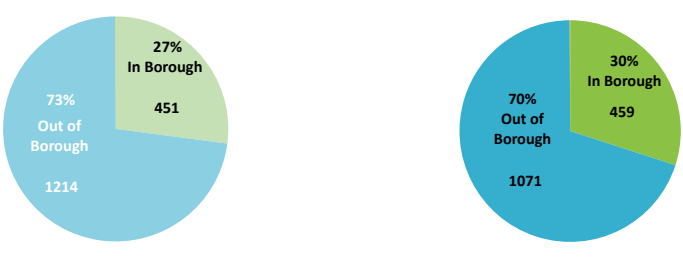
Numbers have continued to drop incrementally in this period. It should be noted that the market has tightened somewhat over recent months and it may be difficult to maintain this incremental decrease. Number of homeless approaches has increased, and this will in turn lead to greater requirement for placements in Temporary Accommodation. Delivery of new build schemes and Meadowship properties may mitigate this, but new units via these schemes will not be delivered until later this calendar year.



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HPR Monthly Operational KPIs – March 2023

KPI H5 Total TA Placements – Volumes Housing Allocations

| | | | | |
|---|---|--|--|--|
|  <p>As at End of Financial Year 2022</p> <p>As at End of Financial Year 2023</p> | RAG Targets N/A N/A N/A | | | Actual Performance v Last FY In Borough ↑ 8 Out of Borough ↓ 143 |
| | Description Snapshot of Total TA Placements In v Out of Borough | | | Commentary It remains the case that 70% of temporary accommodation placements are outside of the borough boundaries. This has an impact on both customers and staff as customer dissatisfaction is high because of this. It remains very difficult to secure accommodation locally due to changes in the market and placements are further away from the borough boundaries due to a lack of local availability. |
| | | | | |

Banding Key:
 Band E = Emergency, Band 1 = High Need, Band 2 = Medium Need, Band 3 = Low Need, Band 4 = Reduced Priority

KPI H6 Number on Register by Band And Bed Size – Volumes Housing Register

| <table border="1"> <thead> <tr> <th>Total Number on Register by Band And Bed Size</th> <th>0-1 bed</th> <th>2 bed</th> <th>3 bed</th> <th>4 bed</th> <th>5 bed</th> <th>6 bed</th> <th>7 bed</th> <th>Total by Band 2022/23</th> <th>Total by Band 2021/22</th> <th>EoY MAR23 v EoY MAR22</th> </tr> </thead> <tbody> <tr> <td></td> <td>32.6%</td> <td>27.4%</td> <td>29.8%</td> <td>9%</td> <td>9%</td> <td>4%</td> <td>0%</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Band E</td> <td>6</td> <td>3</td> <td>9</td> <td>9</td> <td>0</td> <td>0</td> <td>0</td> <td>27</td> <td>26</td> <td>1</td> </tr> <tr> <td>Band 1</td> <td>350</td> <td>130</td> <td>179</td> <td>99</td> <td>19</td> <td>4</td> <td>0</td> <td>781</td> <td>632</td> <td>149</td> </tr> <tr> <td>Band 2</td> <td>183</td> <td>426</td> <td>322</td> <td>74</td> <td>11</td> <td>0</td> <td>0</td> <td>1016</td> <td>1084</td> <td>-68</td> </tr> <tr> <td>Band 3</td> <td>179</td> <td>91</td> <td>263</td> <td>46</td> <td>2</td> <td>0</td> <td>0</td> <td>581</td> <td>507</td> <td>74</td> </tr> <tr> <td>Band 4</td> <td>181</td> <td>107</td> <td>48</td> <td>15</td> <td>1</td> <td>0</td> <td>0</td> <td>353</td> <td>369</td> <td>-16</td> </tr> <tr> <td>Total by Bed Size 2022/23</td> <td>899</td> <td>757</td> <td>821</td> <td>243</td> <td>33</td> <td>5</td> <td>0</td> <td>2758</td> <td></td> <td></td> </tr> <tr> <td>Total by Bed Size 2021/22</td> <td>763</td> <td>804</td> <td>780</td> <td>235</td> <td>32</td> <td>3</td> <td>1</td> <td></td> <td>2618</td> <td></td> </tr> <tr> <td>EoY MAR23 v EoY MAR22</td> <td>136</td> <td>-47</td> <td>41</td> <td>8</td> <td>1</td> <td>2</td> <td>-1</td> <td></td> <td></td> <td></td> </tr> </tbody> </table> | 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 2022/23 | Total by Band 2021/22 | EoY MAR23 v EoY MAR22 | | 32.6% | 27.4% | 29.8% | 9% | 9% | 4% | 0% | | | | Band E | 6 | 3 | 9 | 9 | 0 | 0 | 0 | 27 | 26 | 1 | Band 1 | 350 | 130 | 179 | 99 | 19 | 4 | 0 | 781 | 632 | 149 | Band 2 | 183 | 426 | 322 | 74 | 11 | 0 | 0 | 1016 | 1084 | -68 | Band 3 | 179 | 91 | 263 | 46 | 2 | 0 | 0 | 581 | 507 | 74 | Band 4 | 181 | 107 | 48 | 15 | 1 | 0 | 0 | 353 | 369 | -16 | Total by Bed Size 2022/23 | 899 | 757 | 821 | 243 | 33 | 5 | 0 | 2758 | | | Total by Bed Size 2021/22 | 763 | 804 | 780 | 235 | 32 | 3 | 1 | | 2618 | | EoY MAR23 v EoY MAR22 | 136 | -47 | 41 | 8 | 1 | 2 | -1 | | | | RAG Targets N/A N/A N/A | | | Actual Performance Month Number on Register ↑ 140 |
|--|---|---------|--|-------|-------|-------|-------|-------|-----------------------|-----------------------|-----------------------|--|-------|-------|-------|----|----|----|----|--|--|--|--------|---|---|---|---|---|---|---|----|----|---|--------|-----|-----|-----|----|----|---|---|-----|-----|-----|--------|-----|-----|-----|----|----|---|---|------|------|-----|--------|-----|----|-----|----|---|---|---|-----|-----|----|--------|-----|-----|----|----|---|---|---|-----|-----|-----|---------------------------|-----|-----|-----|-----|----|---|---|------|--|--|---------------------------|-----|-----|-----|-----|----|---|---|--|------|--|-----------------------|-----|-----|----|---|---|---|----|--|--|--|---|--|--|--|
| | 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 2022/23 | Total by Band 2021/22 | EoY MAR23 v EoY MAR22 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | 32.6% | 27.4% | 29.8% | 9% | 9% | 4% | 0% | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Band E | 6 | 3 | 9 | 9 | 0 | 0 | 0 | 27 | 26 | 1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Band 1 | 350 | 130 | 179 | 99 | 19 | 4 | 0 | 781 | 632 | 149 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Band 2 | 183 | 426 | 322 | 74 | 11 | 0 | 0 | 1016 | 1084 | -68 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Band 3 | 179 | 91 | 263 | 46 | 2 | 0 | 0 | 581 | 507 | 74 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Band 4 | 181 | 107 | 48 | 15 | 1 | 0 | 0 | 353 | 369 | -16 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total by Bed Size 2022/23 | 899 | 757 | 821 | 243 | 33 | 5 | 0 | 2758 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Total by Bed Size 2021/22 | 763 | 804 | 780 | 235 | 32 | 3 | 1 | | 2618 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| EoY MAR23 v EoY MAR22 | 136 | -47 | 41 | 8 | 1 | 2 | -1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Description Monthly Snapshot of Total Volumes on Register by Band and Bed Size | | | Commentary Whilst numbers in Band 2 appear to have reduced, we expect these to rise as assessments are made by the newly appointed Housing Options officers. The year-on-year decrease in numbers on the register requiring 2-bedroom properties probably reflects delivery of the new build and Meadowship schemes that had a significant number of 2-bedroom properties. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

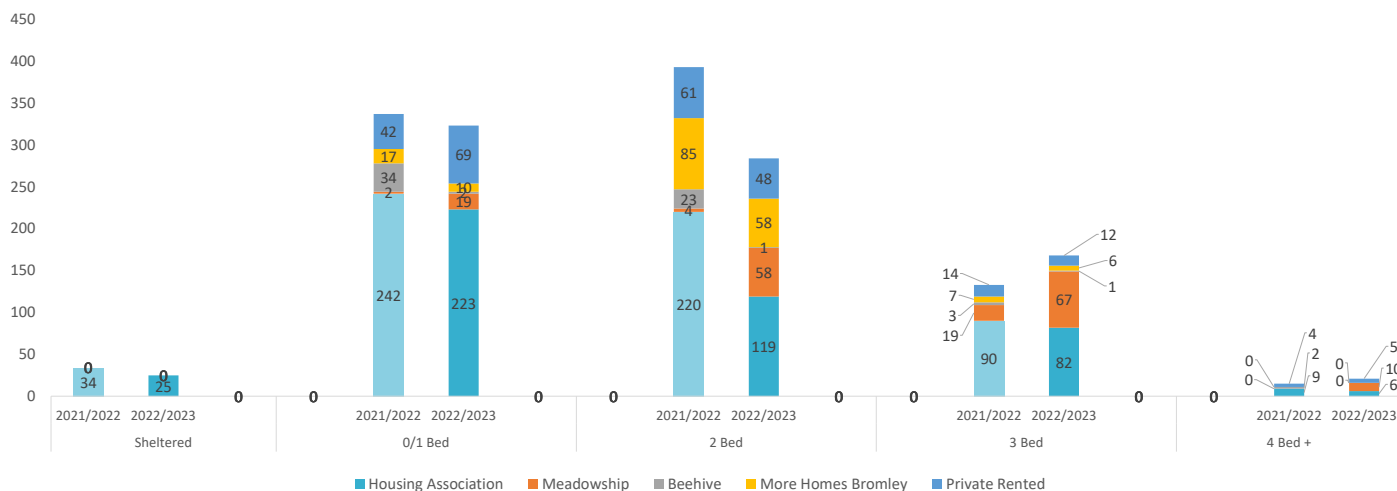
RRH Portfolio Performance Report

HPR Monthly Operational KPIs – March 2023

KPI H7 Housing Outcomes – Secured Housing - Volumes

Housing Register

| RAG Targets | | | Actual Performance this Month | Commentary |
|--|-----|-----|--|------------|
| N/A | N/A | N/A | | |
| Description | | | <p>The number of 2-bedroom properties secured via Housing Associations seems lower than expected. This will in part be due to the IT problems experienced by Clarion earlier this year. This number should increase as they notify us of outstanding Tenancy Start Date notifications, but there may also be a dip in supply due to fewer internal moves within Clarion stock. There is also a drop in overall numbers partly due to the completion of the Beehive scheme. It is positive to see an increase year-on-year in terms of Private Rented properties in what is a tighter market.</p> | |
| Last FY v YTD Housing Outcomes – Secured Housing Volumes | | | | |



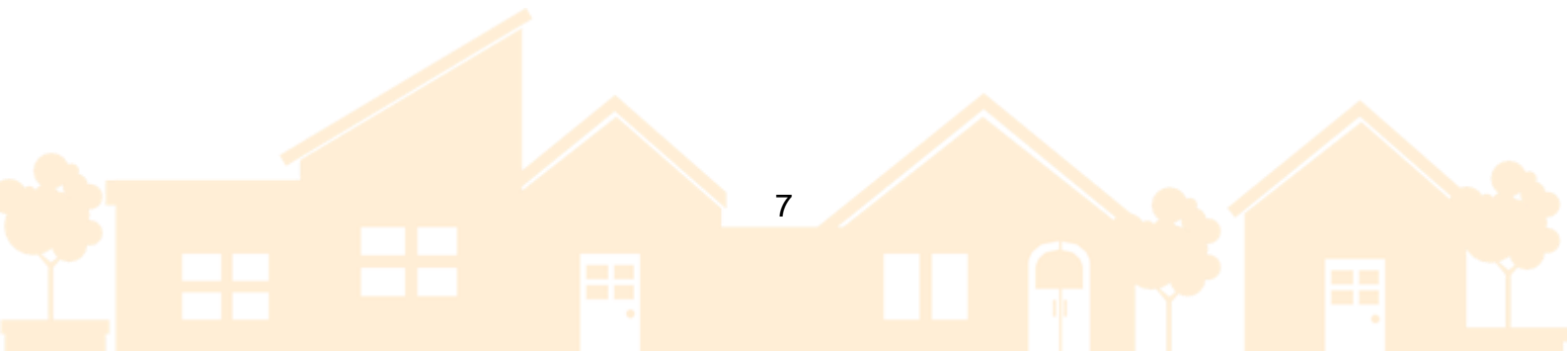
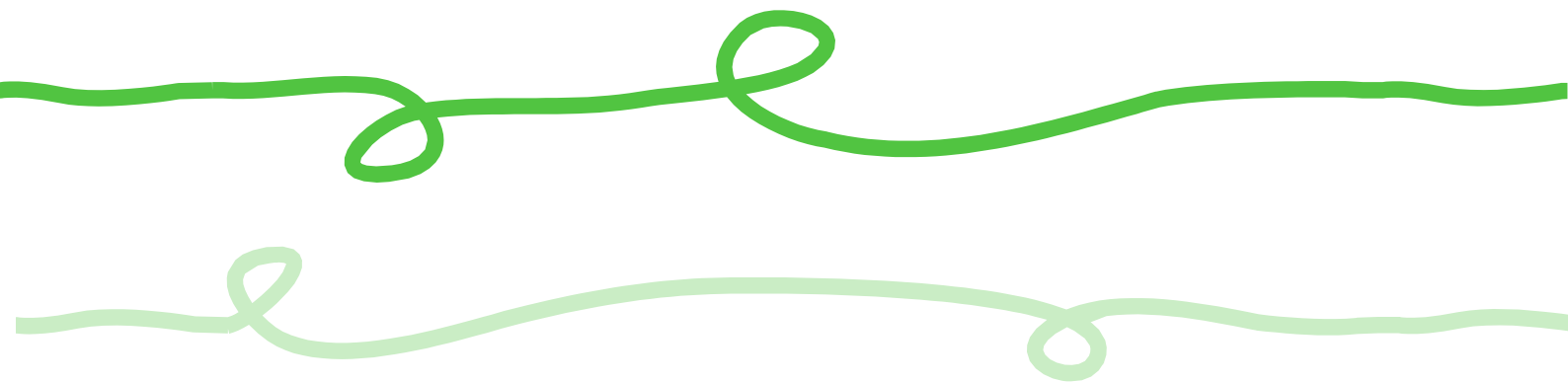
2021/2022

| | Sheltered | 0/1 Bed | 2 Bed | 3 Bed | 4 Bed + | Totals |
|---------------------------|-----------|------------|------------|------------|-----------|------------|
| Housing Association (CBL) | 34 | 242 | 220 | 90 | 9 | 595 |
| Meadowship | 0 | 2 | 4 | 19 | 0 | 25 |
| Beehive | 0 | 34 | 23 | 3 | 2 | 62 |
| More Homes Bromley | 0 | 17 | 85 | 7 | 0 | 109 |
| Private Rented | 0 | 42 | 61 | 14 | 4 | 121 |
| Totals | 34 | 337 | 393 | 133 | 15 | 912 |

2022/2023

| | Sheltered | 0/1 Bed | 2 Bed | 3 Bed | 4 Bed + | Totals |
|---------------------------|-----------|------------|------------|------------|-----------|------------|
| Housing Association (CBL) | 25 | 223 | 119 | 82 | 6 | 455 |
| Meadowship | 0 | 19 | 58 | 67 | 10 | 154 |
| Beehive | 0 | 2 | 1 | 1 | 0 | 4 |
| More Homes Bromley | 0 | 10 | 58 | 6 | 0 | 74 |
| Private Rented | 0 | 69 | 48 | 12 | 5 | 134 |
| Totals | 25 | 323 | 284 | 168 | 21 | 821 |

Planning KPIs

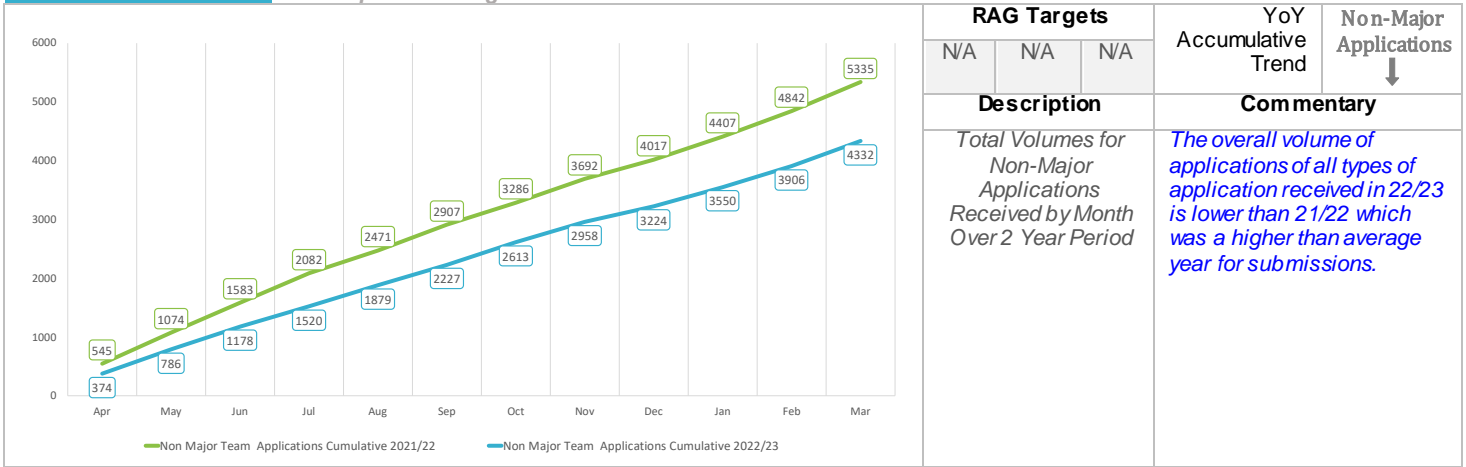


RRH Portfolio Performance Report

HPR Monthly Operational KPIs – March 2023

KPI P1 Non-Major Team All Applications Types – Volumes

Development Management

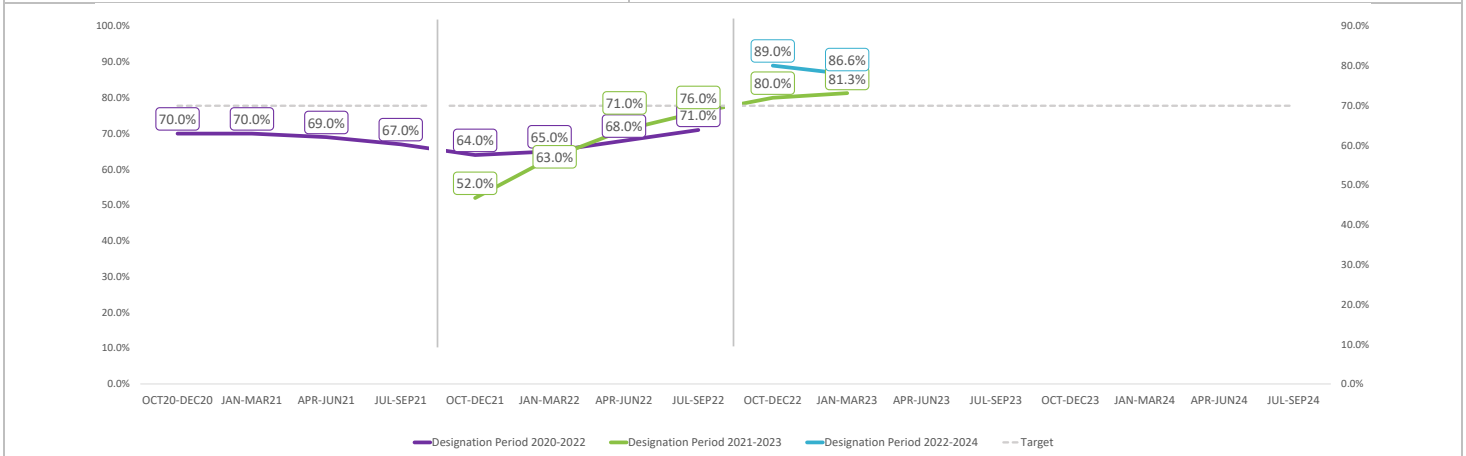


| RAG Targets | | | YoY Accumulative Trend | Non-Major Applications ↓ |
|---|-----|-----|--|--------------------------|
| N/A | N/A | N/A | | |
| Description | | | Commentary | |
| Total Volumes for Non-Major Applications Received by Month Over 2 Year Period | | | The overall volume of applications of all types of application received in 22/23 is lower than 21/22 which was a higher than average year for submissions. | |

KPI P2 Non-Major Applications – Timeliness

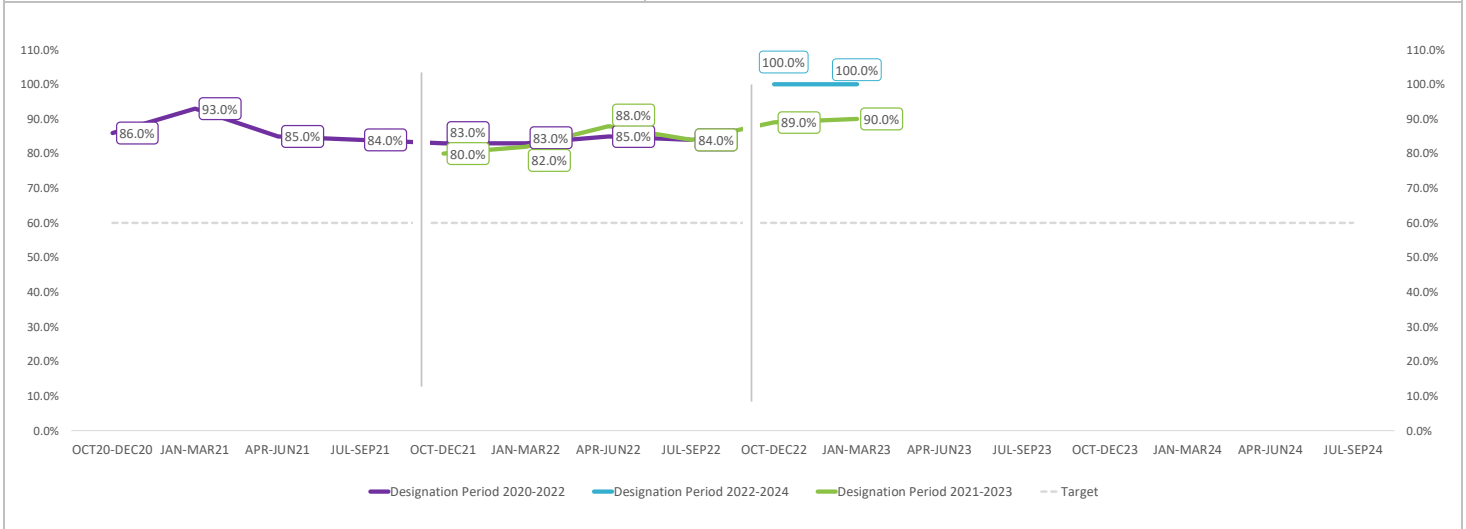
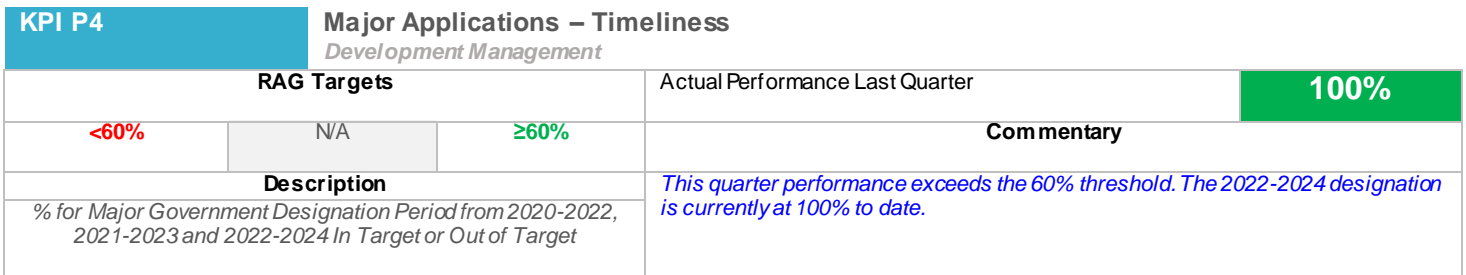
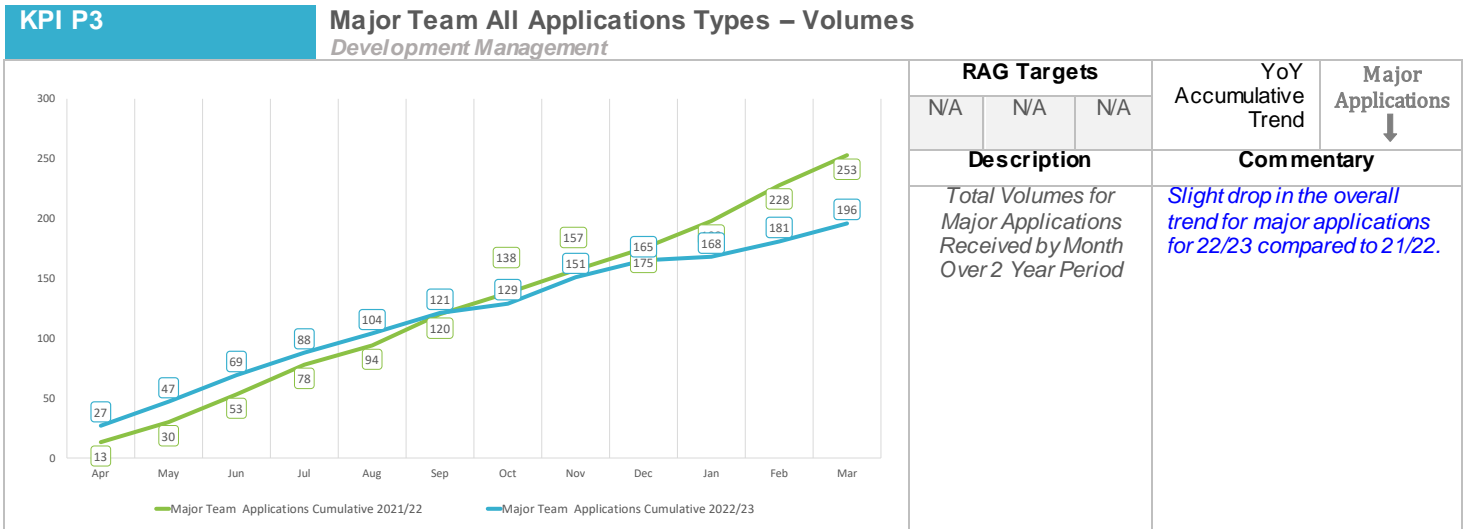
Development Management

| RAG Targets | | | Actual Performance this Quarter |
|--|-----|------|--|
| <70% | N/A | ≥70% | 83.6% |
| Description | | | Commentary |
| % for Non-Major Government Designation Period from 2020-2022, 2021-2023 and 2022-2024 In Target or Out of Target | | | Performance is comfortably above the 70% target for the 2021-23 designation period following a difficult year in 2022. |



RRH Portfolio Performance Report

HPR Monthly Operational KPIs – March 2023

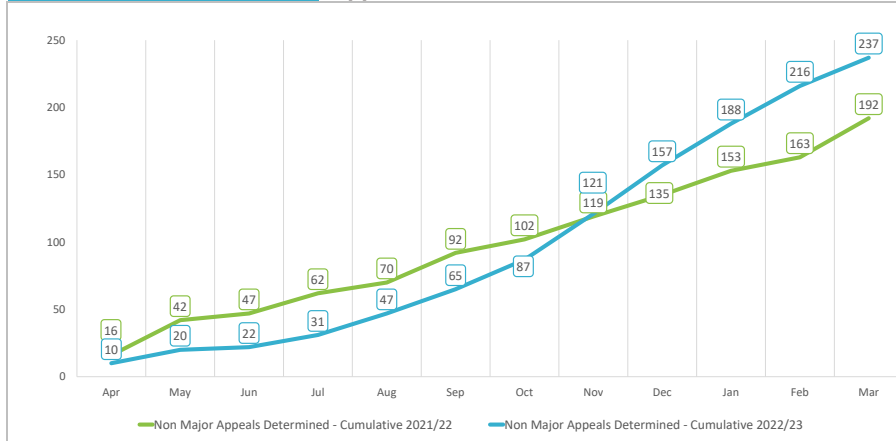


RRH Portfolio Performance Report

HPR Monthly Operational KPIs – March 2023

KPI P5 Non-Major Appeals Determined – Volumes

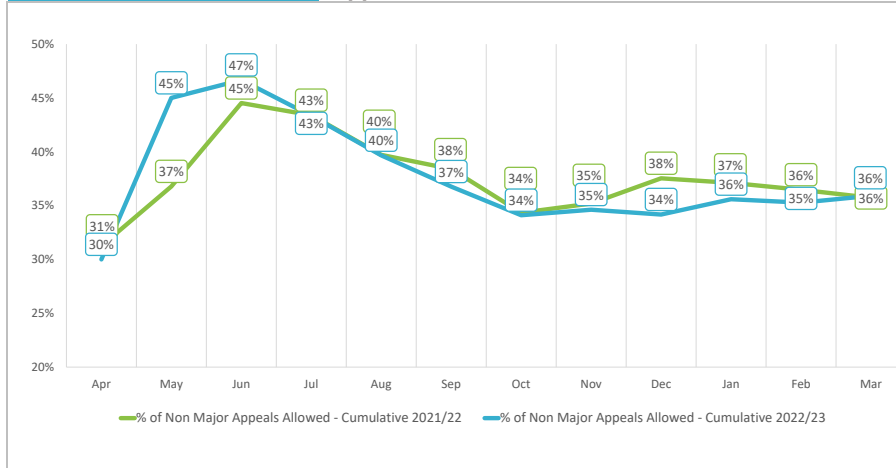
Appeals



| RAG Targets | | | YoY Accumulative Trend | Non-Major Appeals ↑ 45 |
|---|-----|-----|---|---------------------------|
| N/A | N/A | N/A | | |
| Description | | | Commentary | |
| Total Volumes for Non-Major Appeals Received by Month | | | The overall trend for 22/23 is similar to 21/22 after a slower start to the period. | |

KPI P6 Non-Major Appeals Allowed – %

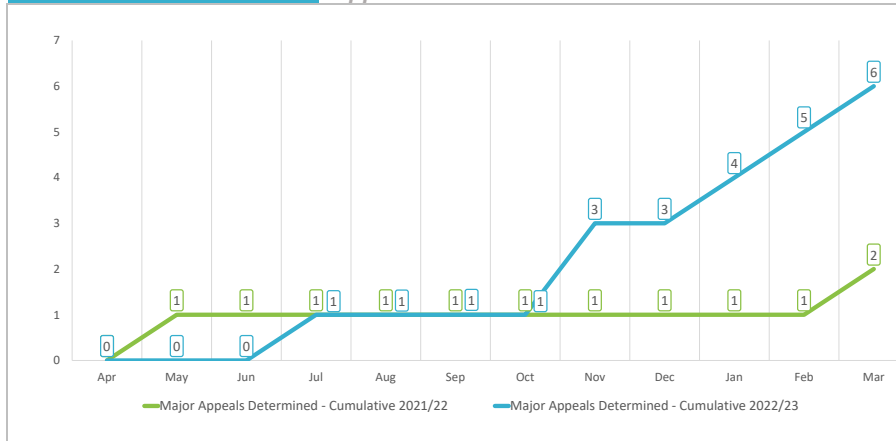
Appeals



| RAG Targets | | | Actual Performance this Month | Major Applications ↓ 2% |
|---|-----|-----|--|----------------------------|
| N/A | N/A | N/A | | |
| Description | | | Commentary | |
| Percentages Average for Non-Major Appeals Allowed by Month Over 2 Year Period | | | The trend of allowed non major appeals has been similar in 21/22 and 22/23 to date. For 21/22 only 2 major appeals were determined and 1 was allowed. | |

KPI P7 Major Appeals Determined – Volumes

Appeals



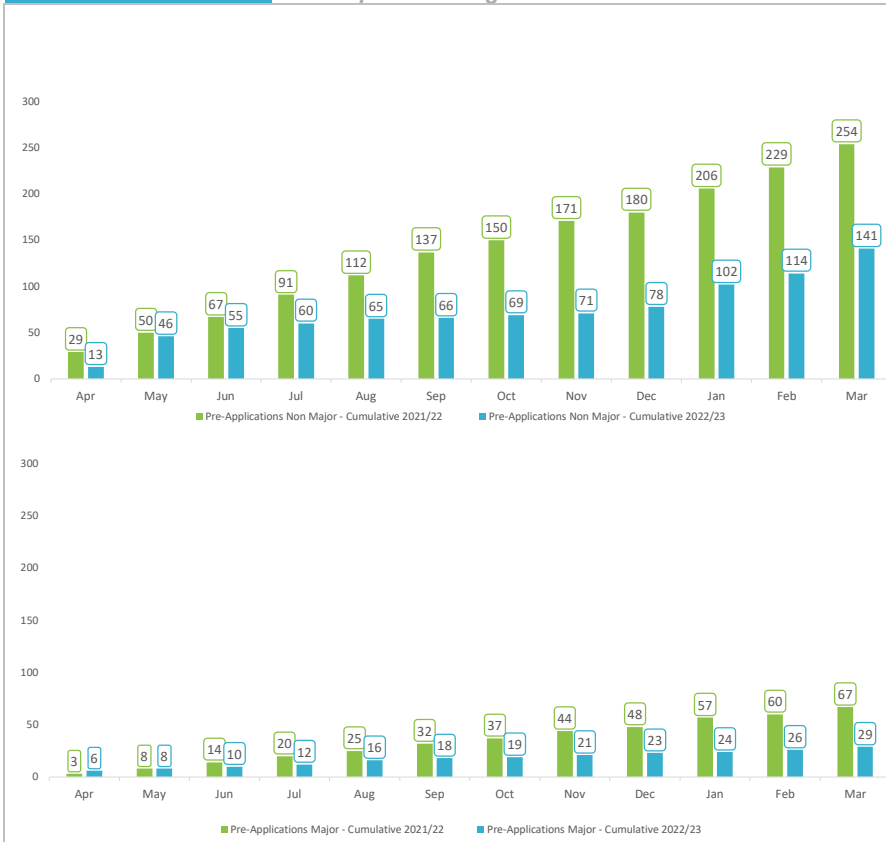
| RAG Targets | | | YoY Accumulative Trend | Major Appeals ↑ 4 |
|--|-----|-----|--|----------------------|
| N/A | N/A | N/A | | |
| Description | | | Commentary | |
| Total Volumes for Major Applications Received by Month | | | The volume of major appeals have increased over the previous and current period. For 22/23 6 major appeals were determined and 1 was allowed. N.b. 1 of the dismissed appeals relate to the same site (68-70 Bromley High St). | |

RRH Portfolio Performance Report

HPR Monthly Operational KPIs – March 2023

KPI P8

Pre-Applications Non-Majors and Majors – Volumes *Development Management*



| RAG Targets | | | Actual Cumulative Performance YTD | Non-Majors Pre-Apps ↓ Majors Pre-Apps |
|---|-----|-----|--|---|
| N/A | N/A | N/A | | |
| Description | | | Commentary | |
| <p>Total Volumes for Pre-Applications Received for Non-Majors and Majors in FY 2021/22 against Non-Majors and Majors FY 2022/23</p> | | | <p>The pre-application service was partially suspended in relation to non-major applications other than proposals for 5 or more residential units, explaining the reduction in submissions during 2022. The service is now resumed in full as of 1st January 2023.</p> <p>Note: There is currently no KPI for the determination of major pre-applications although we aim to deal with non-major pre-applications in 8 weeks but there is no specific target % that we seek to hit. Pre-applications are a non-statutory part of the service and have not been prioritised over planning applications, which have statutory determination targets.</p> | |

RRH Portfolio Performance Report

HPR Monthly Operational KPIs – March 2023

KPI P9 Enforcement Cases – Volumes

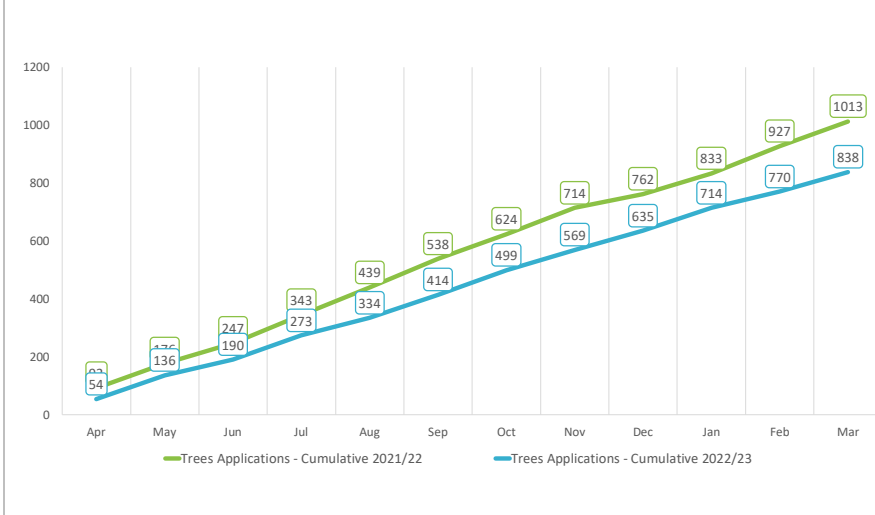
Enforcement



| RAG Targets | | | YoY Accumulative Trend | Enforcement Cases ↓ |
|---|-----|-----|--|------------------------|
| N/A | N/A | N/A | | |
| Description | | | Commentary | |
| Total Volumes for Planning Enforcement Cases Logged by Month Over 2 Year Period | | | Steady uptrend this year as previous year but with lower volumes of cases logged applications, no major changes. | |

KPI P10 Trees Applications – Volumes

Trees



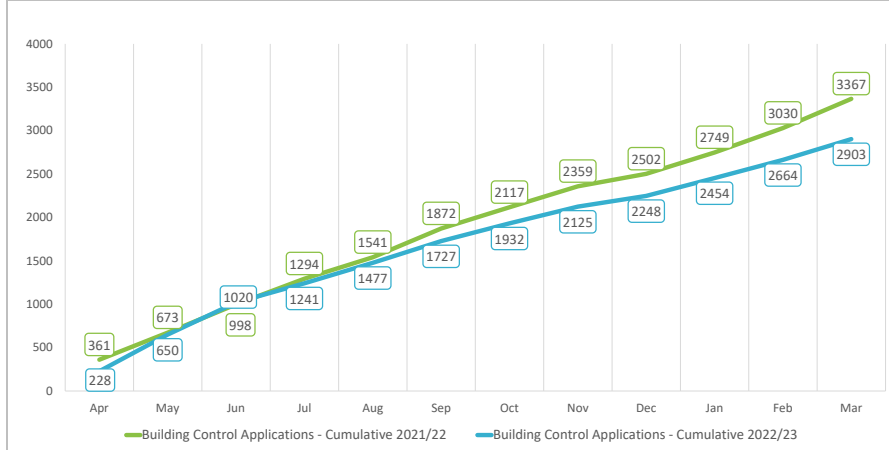
| RAG Targets | | | YoY Accumulative Trend | Trees Apps ↓ |
|--|-----|-----|---|-----------------|
| N/A | N/A | N/A | | |
| Description | | | Commentary | |
| Total Volumes for Tree Applications Received by Month Over 2 Year Period | | | The volume of tree cases have continued with an upward trend, with record numbers received. The steady rise in numbers is consistent with the applications predicted to be generated from the increasing number of Tree Preservation Orders (TPO) being served. The statistics were reported to Development Control Committee on 07JUN22. | |

RRH Portfolio Performance Report

HPR Monthly Operational KPIs – March 2023

KPI P11 Building Control Applications – Volumes

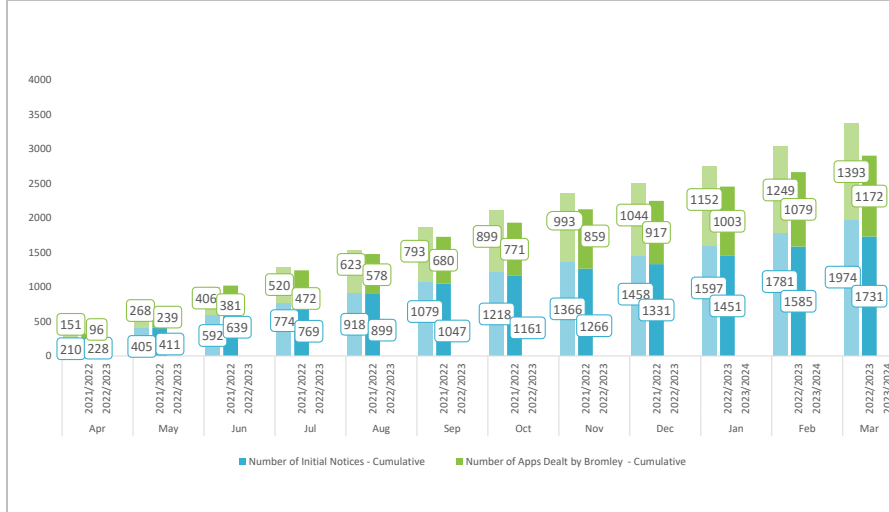
Building Control



| RAG Targets | | | YoY Accumulative Trend | Building Control Apps ↓ 464 |
|---|-----|-----|--|--------------------------------|
| N/A | N/A | N/A | | |
| Description | | | Commentary | |
| Total Volumes for Applications Received by Month Over 2 Year Period | | | The downturn in number of applications compared with last year is expected given the current state of the economy. | |

KPI P12 Market Share – Volumes

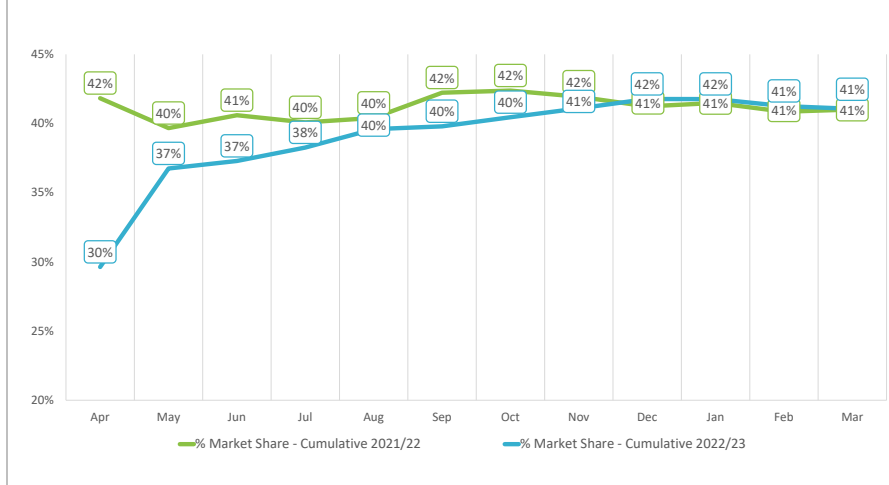
Building Control



| RAG Targets | | | Actual Performance this Month | Initial Notices ↓ 243 Apps Dealt by Bromley ↓ 221 |
|---|-----|-----|---|--|
| N/A | N/A | N/A | | |
| Description | | | Commentary | |
| 2021/22 FY v 2022/23 Full FY Volumes for Number of Initial Notices, Number of Applications Dealt by Bromley and Percentages of Market Share Last FY and YTD | | | Market share continues to compare favourably compared with last year. This is despite charges being increased from 1 October 2022 | |

KPI P13 Market Share – %

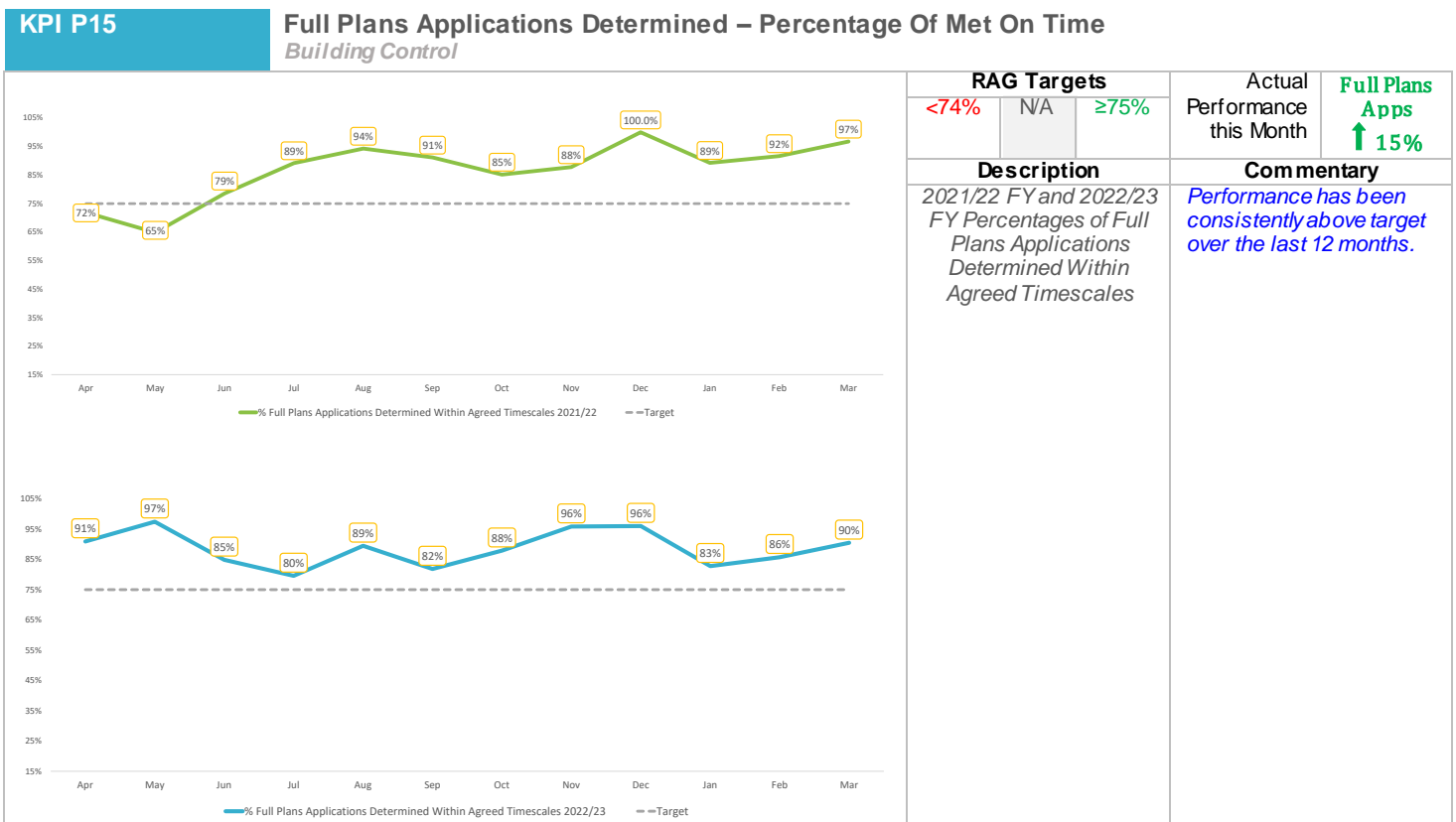
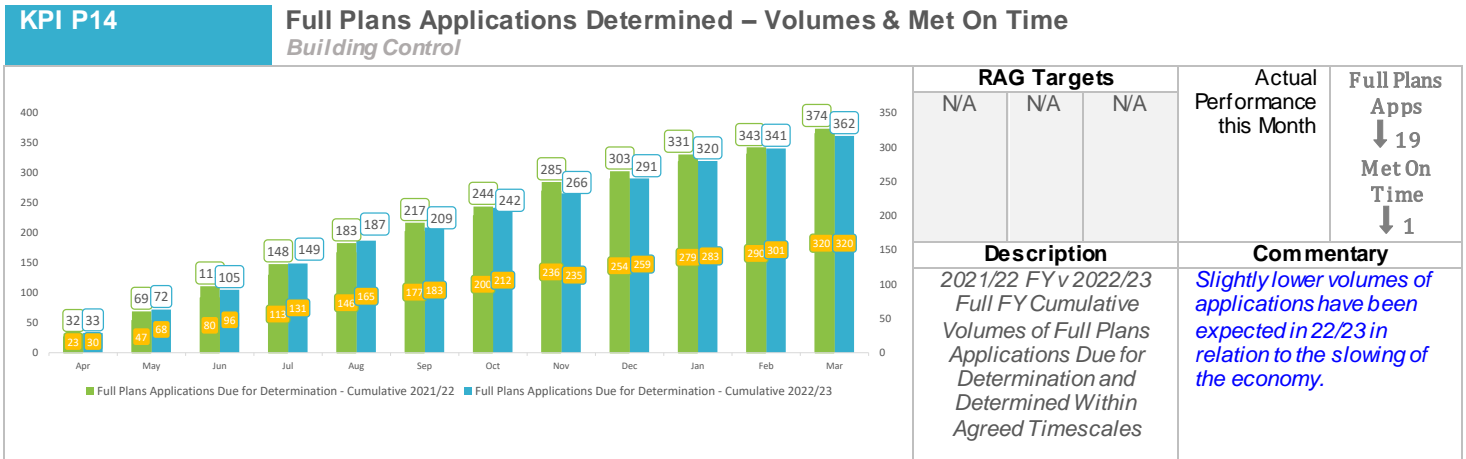
Building Control



| RAG Targets | | | Actual Performance this Month | Market Share 0% |
|--|-----|-----|---|-----------------|
| N/A | N/A | N/A | | |
| Description | | | Commentary | |
| 2021/22 FY v 2022/23 Full FY Average Percentages of Market Share | | | Market share continues to compare favourably compared with last year. This is despite charges being increased from 1 October 2022 | |

RRH Portfolio Performance Report

HPR Monthly Operational KPIs – March 2023



RRH Portfolio Performance Report

HPR Monthly Operational KPIs – March 2023

