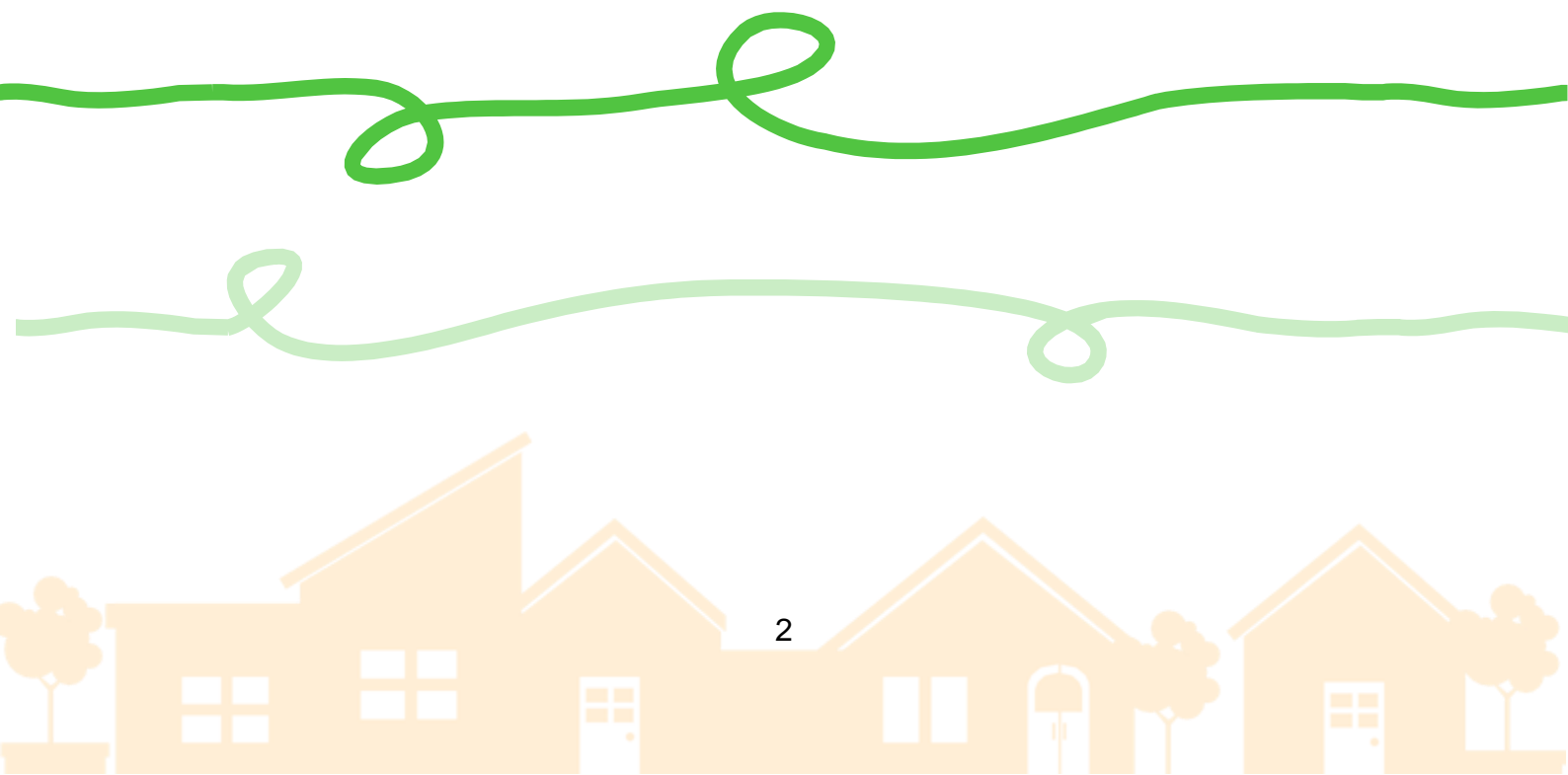


HPR Operational KPIs

Q4 2023/4 Apr-Jun

Prepared by Compliance & Strategy

Housing KPIs

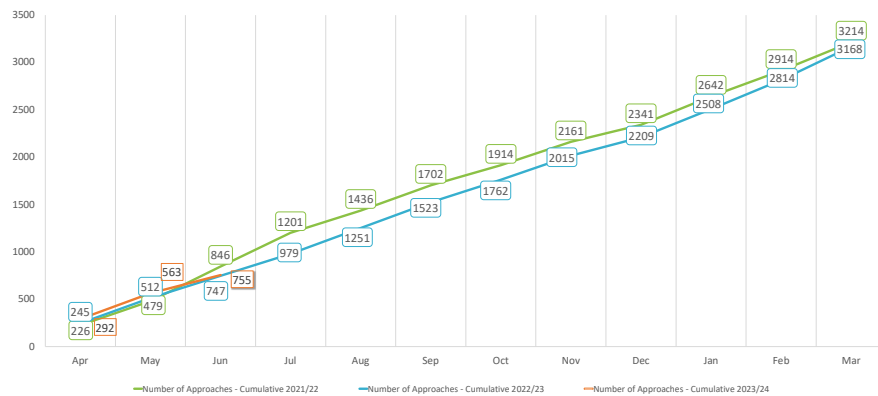


RRH Portfolio Performance Report

HPR Monthly Operational KPIs – June 2023

KPI H1

Approaches – Volumes Housing Options



RAG Targets

N/A	N/A	N/A
Description		
Total Volumes for Approaches by Month		

YoY
Accumulative
Trend

Approaches
↑8

Commentary

Homeless approaches remain almost identical to this period last year. This is somewhat surprising considering the financial strains and difficulties in the housing sector. The service has continued to expand partnership working, this has included the promotion of signposting and early intervention and may have positively contributed to maintaining the numbers of approaches at the current levels.

KPI H2

Outcomes – Volumes Housing Options

RAG Targets

Actual
Performance
v Last FY

Advice Only
↓ 7%
Relief
↓ 1%
Other
0%

Withdrawn
↓ 12%
Main Duty
↑ 16%

Prevented
↑ 1%
Main Duty
Not Accepted
↑ 3%

N/A

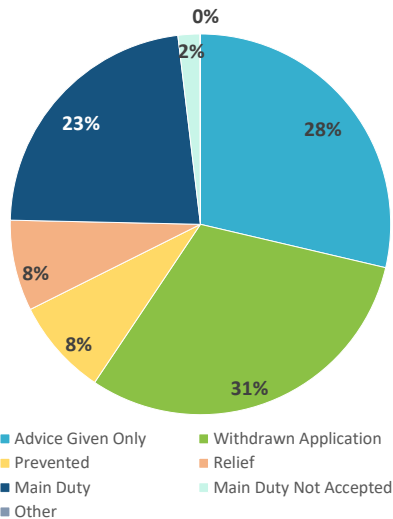
N/A

N/A

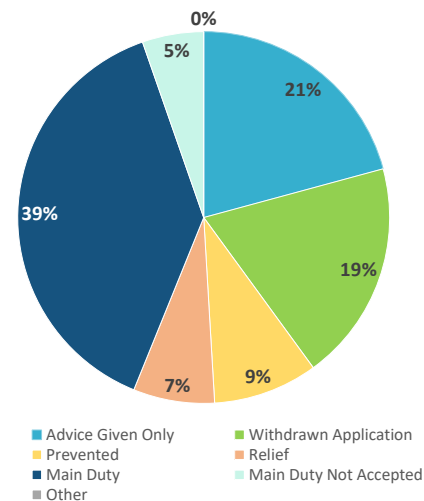
Commentary

Percentages of Advice Given Only, Withdrawn Applications, Prevention Ended, Relief Ended, Main Duties and Other

The outcomes for prevention and relief have been previously affected due to staff shortages, whilst this has impacted outcomes in the shorter term, it is anticipated this will improve in 2023/24 with the new complement of Officers in place.
Note: Other includes (i) Lost Contact Prior to Assessment



Financial Year - 2022/23
Total: 2369



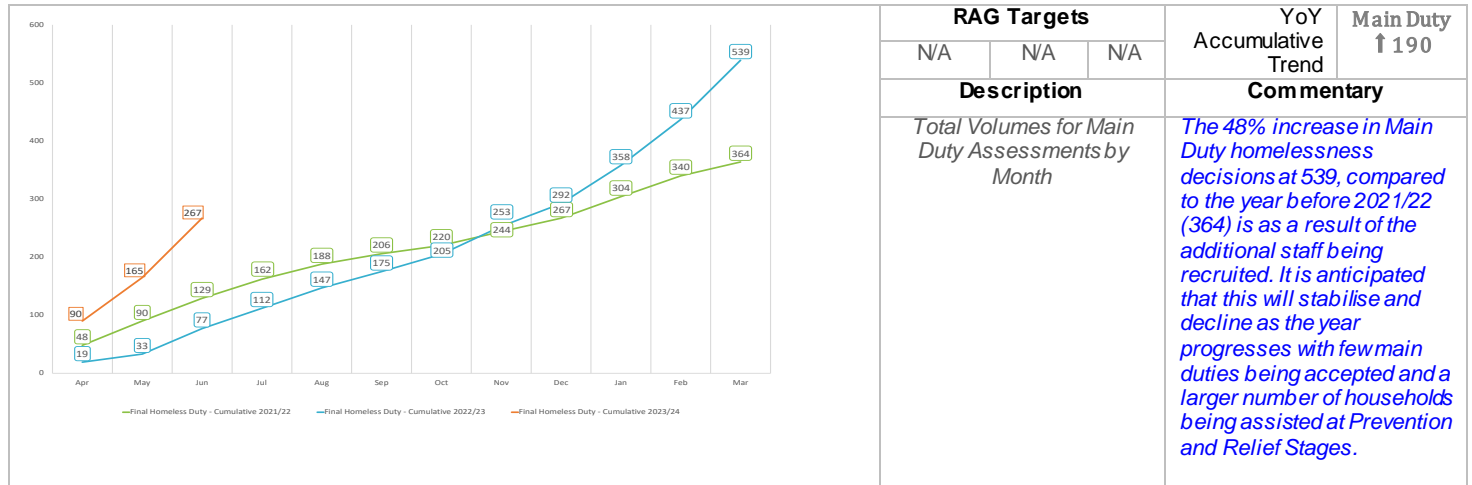
Financial YTD – June 2023
Total: 693

KPI H3

Main Duty Assessments – Volumes Housing Options

RRH Portfolio Performance Report

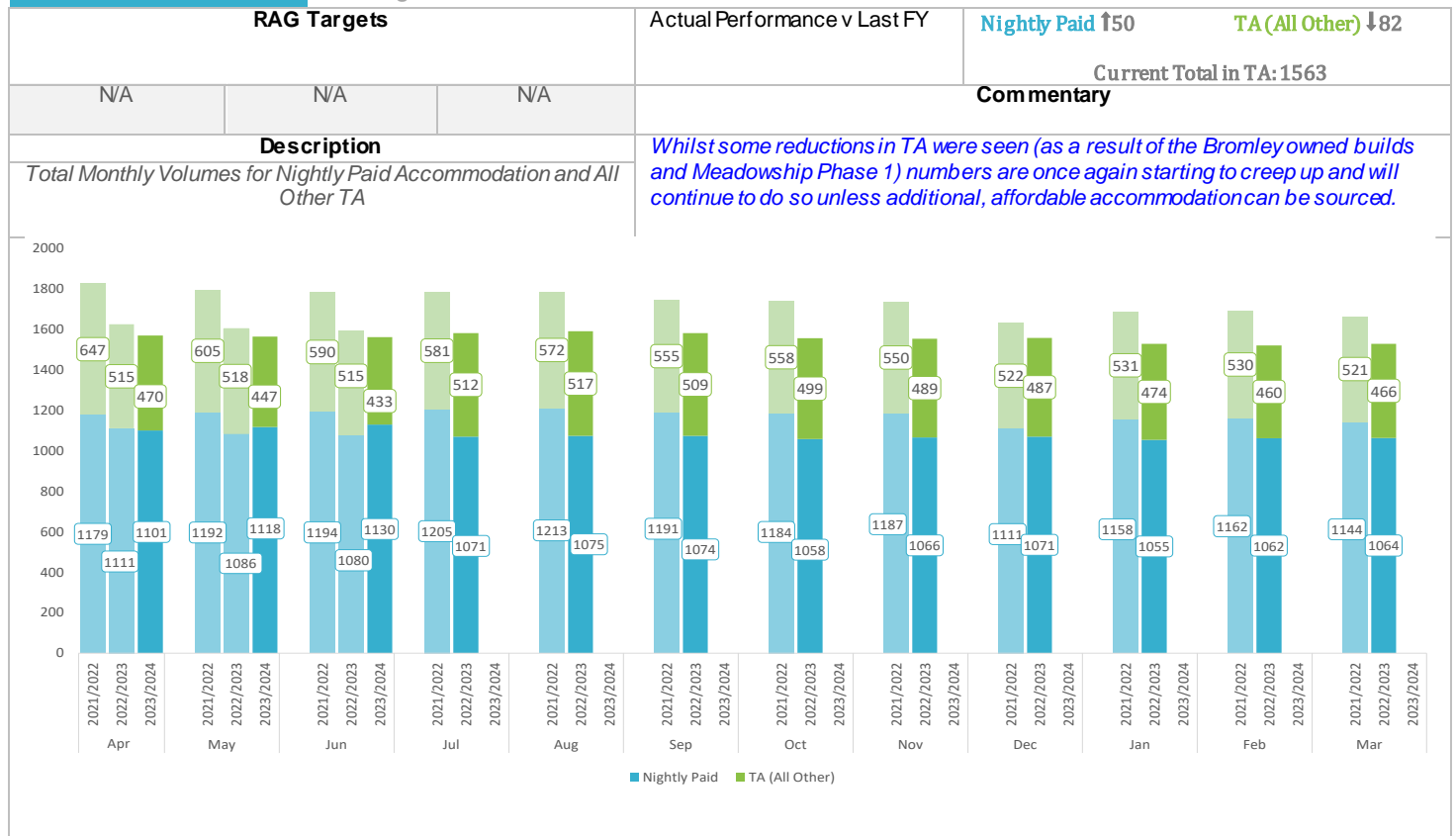
HPR Monthly Operational KPIs – June 2023



KPI H4

Households In Temporary Accommodation – Volumes

Housing Allocations

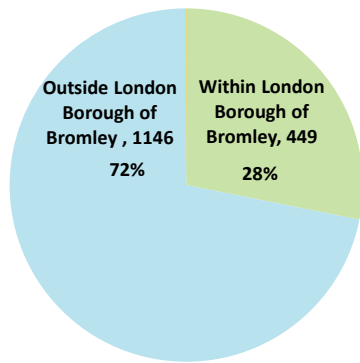


RRH Portfolio Performance Report

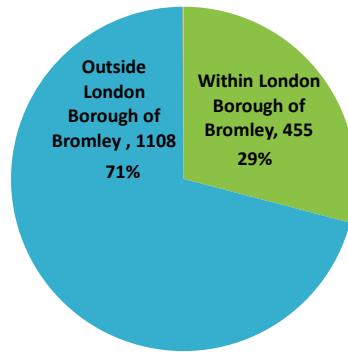
HPR Monthly Operational KPIs – June 2023

KPI H5

Total TA Placements – Volumes Housing Allocations



As at YTD June 2022



As at YTD June 2023

RAG Targets			Actual Performance v Last FY	In Borough ↑ 6 Out of Borough ↓ 38
N/A	N/A	N/A		
Description			Commentary	
Snapshot of Total TA Placements In v Out of Borough			No change to report.	

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

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 2023/24	Total by Band 2022/23	EoY 22/23 v YTD JUN23
	33.6%	27.5%	28.7%	9%	1%	0%	0%			
E	3	6	10	10	0	0	0	29	27	2
1	365	134	188	108	21	3	0	819	781	38
2	245	477	334	83	10	1	0	1150	1016	134
3	203	99	268	52	3	0	0	625	581	44
4	183	101	55	13	1	0	0	353	353	0
by Bed Size 2023/24	999	817	855	266	35	4	0	2976		
by Bed Size 2022/23	899	757	821	243	33	5	0		2758	
EoY 22/23 v YTD JUN23	100	60	34	23	2	-1	0			

RAG Targets			Actual Performance Month	Number on Register ↑ 218
N/A	N/A	N/A		
Description			Commentary	
Monthly Snapshot of Total Volumes on Register by Band and Bed Size			Approaches to the Housing Register have held broadly steady. The increase seen here predominately relates to the increased number of homeless decisions being made as the new staffing team beds in. Accepted Homeless Households are afforded a Band 2 priority on the Housing Register.	

RRH Portfolio Performance Report

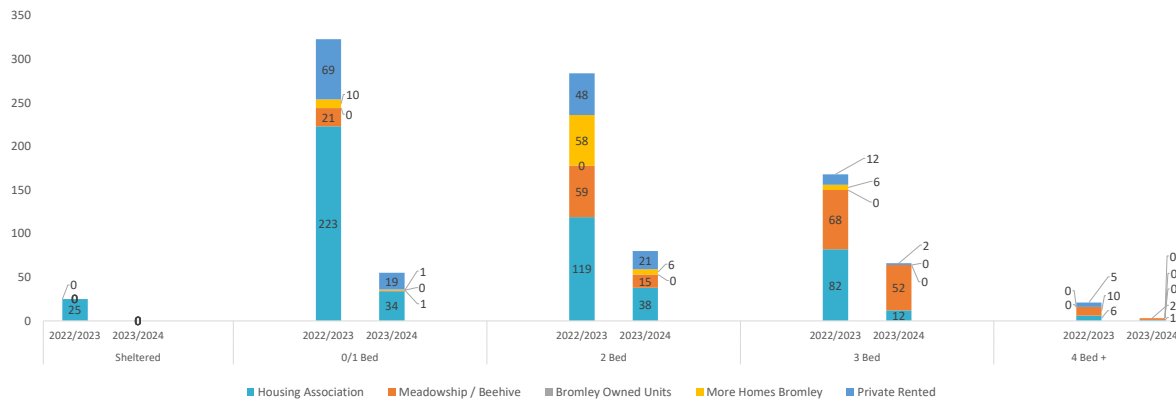
HPR Monthly Operational KPIs – June 2023

KPI H7

Housing Outcomes – Secured Housing – Volumes

Housing Register

RAG Targets			Actual Performance this Month	Commentary
N/A	N/A	N/A		
Description				
Last FY v YTD Housing Outcomes – Secured Housing Volumes				
			Private rented sector procurement is broadly on track despite market challenges. There has been a slight reduction in Housing Association properties let, there have been ongoing reported reductions in the number of socially rented homes becoming available for letting. We were unable to separate out the Meadowship Homes and Beehive lets for the purpose of this report (this will be addressed in future releases) however the majority of cases listed below will be from the final stages of Meadowship Homes 1. This is concluding and purchasing has begun on phase 2 which should start to see more tenancies being offered in the upcoming months. It remains the case that we have insufficient numbers of properties becoming available to allow us to discharge our statutory duties and therefore numbers in TA are unable to reduce at the present time.	



2022/2023

	Sheltered	0/1 Bed	2 Bed	3 Bed	4 Bed +	
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

2023/2024

	Sheltered	0/1 Bed	2 Bed	3 Bed	4 Bed +	
Housing Association (CBL)	-	34	38	12	1	85
Meadowship / Beehive	-	1	15	5	2	23
Bromley Owned Units	-	0	0	0	0	0
More Homes Bromley	-	1	6	0	0	7
Private Rented	-	19	21	2	0	42
Totals	-	55	80	19	3	157

Planning KPIs



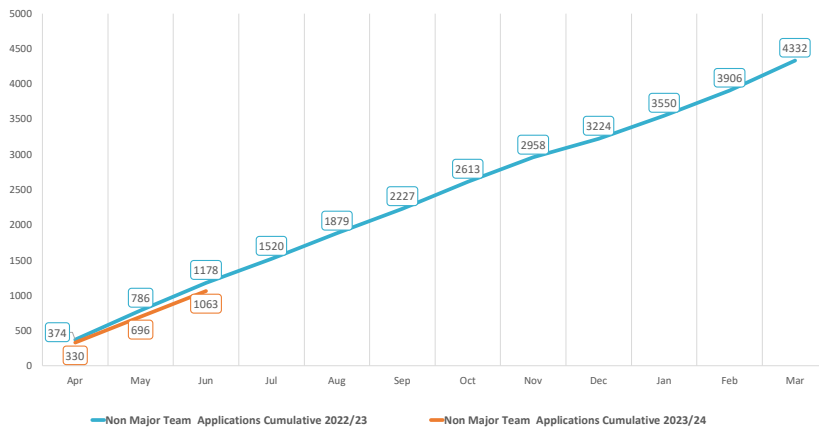
RRH Portfolio Performance Report

HPR Monthly Operational KPIs – June 2023

KPI P1

Non-Major Team All Applications Types – Volumes

Development Management



RAG Targets

N/A N/A N/A

YoY
Accumulative
Trend

Non-Major
Applications
↓ 115

Description

Total Volumes for
Non-Major
Applications
Received by Month
Over 2 Year Period

Commentary

The overall volume of
applications of all types
received in Q1 23/24 is lower
than 22/23.

KPI P2

Non-Major Applications – Timeliness

Development Management

RAG Targets

<70%

N/A

≥70%

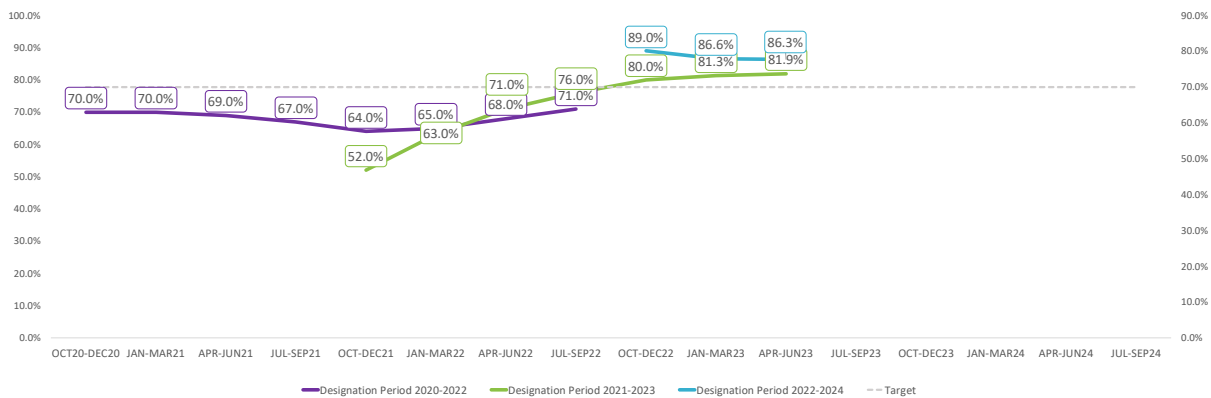
Actual Performance this Quarter

85.7%

Commentary

% for Non-Major Government Designation Period from 2020-2022, 2021-2023 and 2022-2024 In Target or Out of Target

Performance is still comfortably above the 70% target for the 2021-23 designation period and we are on track to remain above the threshold at the end of Q2. Performance in the 2022-2024 period remains comfortably over the 70% target.



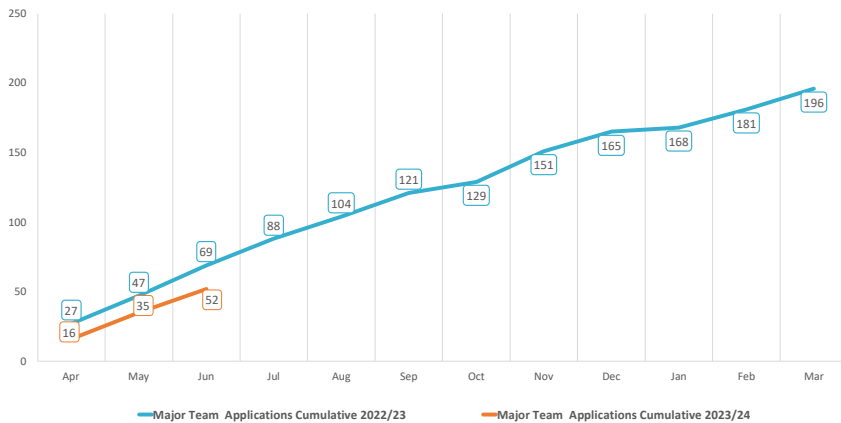
RRH Portfolio Performance Report

HPR Monthly Operational KPIs – June 2023

KPI P3

Major Team All Applications Types – Volumes

Development Management



RAG Targets

N/A N/A N/A

YoY
Accumulative
Trend

Major
Applications
↓ 17

Description

Total Volumes for
Major Applications
Received by Month
Over 2 Year Period

Commentary

Slight drop in the overall
trend for major applications in
Q 1 for 23/24 compared to
22/23.

KPI P4

Major Applications – Timelines

Development Management

RAG Targets

<60%

N/A

≥60%

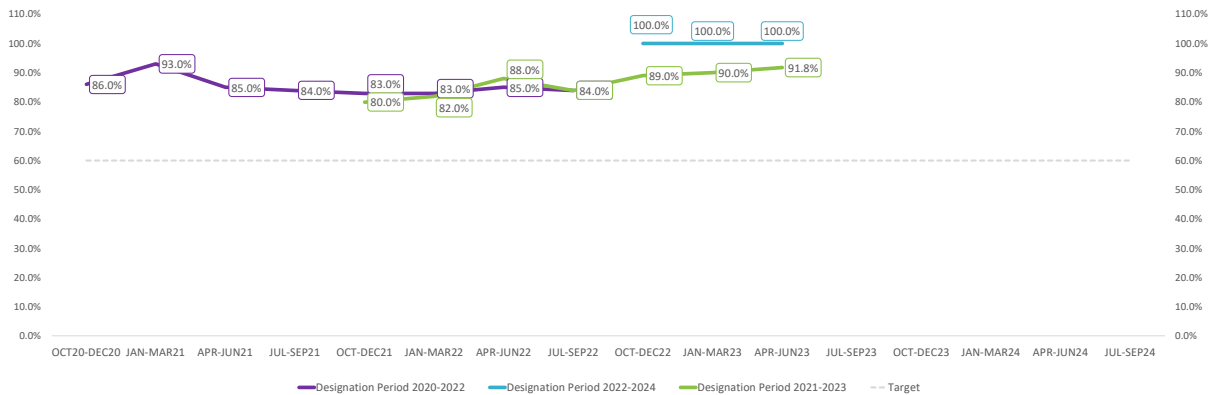
Actual Performance Last Quarter

100%

Commentary

Description
% for Major Government Designation Period from 2020-2022,
2021-2023 and 2022-2024 In Target or Out of Target

The overall performance for the 2021-2023 designation period remains comfortably
above the 60% threshold. Performance in the 2022-2024 designation period is still at
100% to date.

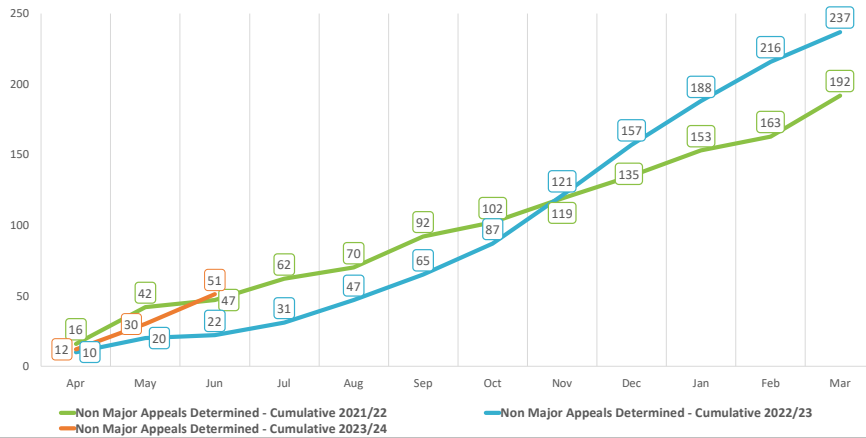


RRH Portfolio Performance Report

HPR Monthly Operational KPIs – June 2023

KPI P5 Non-Major Appeals Determined – Volumes

Appeals



RAG Targets

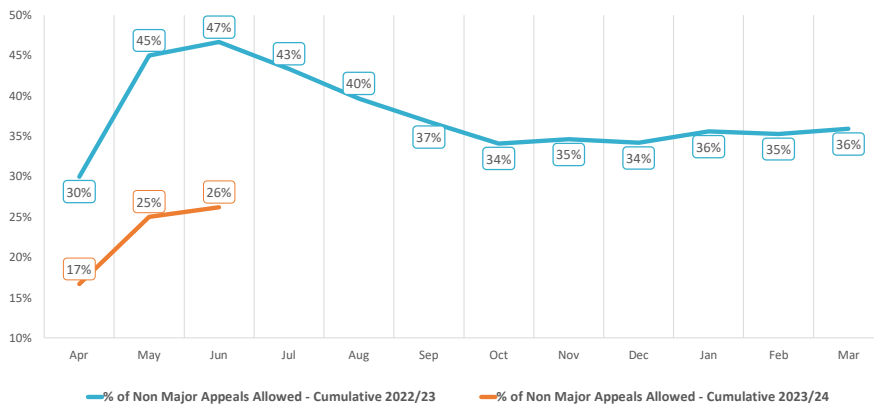
N/A	N/A	N/A
Description		
Total Volumes for Non-Major Appeals Determined by Month		

YoY Accumulative Trend	Non-Major Appeals
	↑ 29

Commentary
The number of appeals determined has increased slightly compared to last year as expected as more applications have been determined following the clearing of the application backlog

KPI P6 Non-Major Appeals Allowed – %

Appeals



RAG Targets

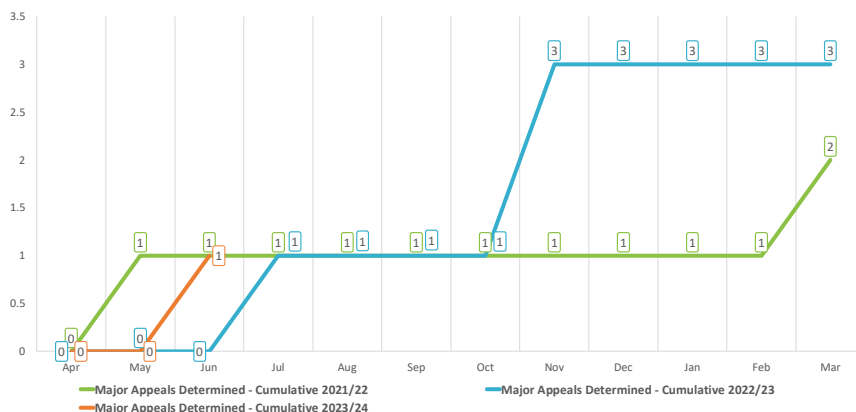
N/A	N/A	N/A
Description		
Percentages Average for Non-Major Appeals Allowed by Month Over 2 Year Period		

Actual Performance this Month	Major Applications
	↓ 21%

Commentary
Performance has improved partly due to a larger number of non-determination appeals being submitted last year following the post CO VID application backlog, which has now been cleared.

KPI P7 Major Appeals Determined – Volumes

Appeals



RAG Targets

N/A	N/A	N/A
Description		
Total Volumes for Major Applications Received by Month		

YoY Accumulative Trend	Major Appeals
	↑ 1

Commentary
There is a consistently small number of major appeals following work by the major applications team to try to avoid refusals for major applications wherever possible by negotiation or encouraging withdrawal - this is a continuing trend.

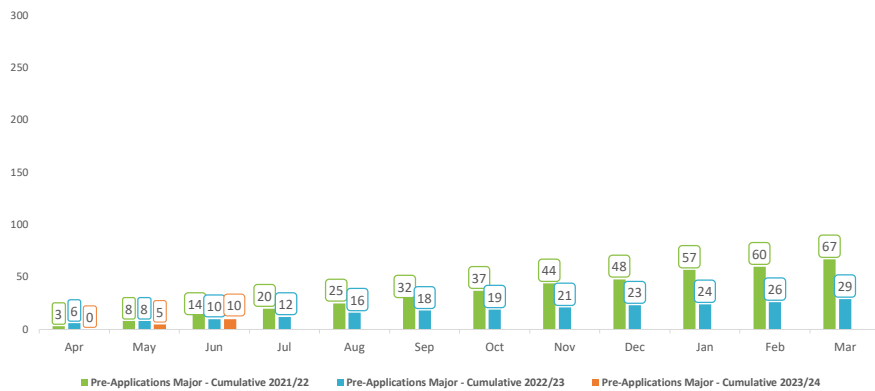
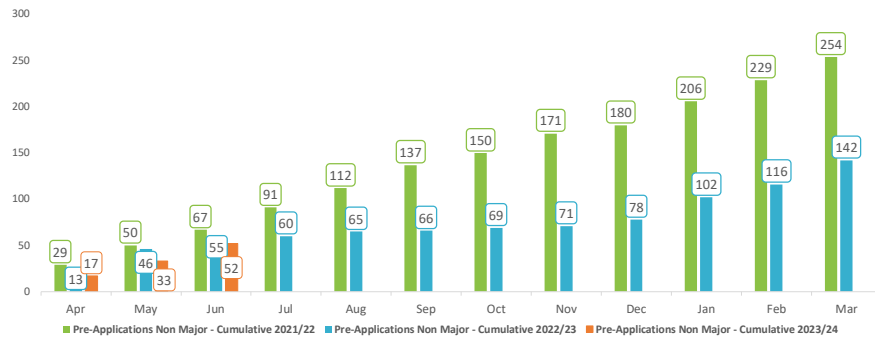
RRH Portfolio Performance Report

HPR Monthly Operational KPIs – June 2023

KPI P8

Pre-Applications Non-Majors and Majors – Volumes

Development Management



RAG Targets

N/A	N/A	N/A
Description		
Total Volumes for Pre-Applications Received for Non-Majors and Majors in FY21/22, 22/23 against Non-Majors and Majors FY 2023/24		

Actual Cumulative Performance YTD	Non-Majors Pre-Apps ↓ 33
	Majors Pre-Apps ↓ 2

Commentary

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.

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.

KPI P9

Enforcement Cases – Volumes

Enforcement



RAG Targets

N/A	N/A	N/A
Description		
Total Volumes for Planning Enforcement Cases Logged by Month Over 2 Year Period		

YoY Accumulative Trend	Enforcement Cases ↓ 3
------------------------	-----------------------

Commentary

Steady uptrend this year as previous year but with lower volumes of cases logged applications, no major changes.

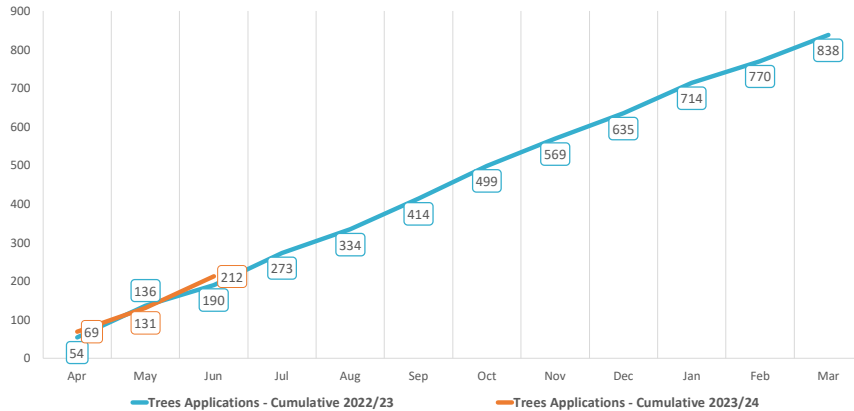
RRH Portfolio Performance Report

HPR Monthly Operational KPIs – June 2023

KPI P10

Trees Applications – Volumes

Trees



RAG Targets

N/A N/A N/A

YoY
Accumulative
Trend

Trees Apps
↑22

Description

Total Volumes for Tree Applications Received by Month Over 2 Year Period

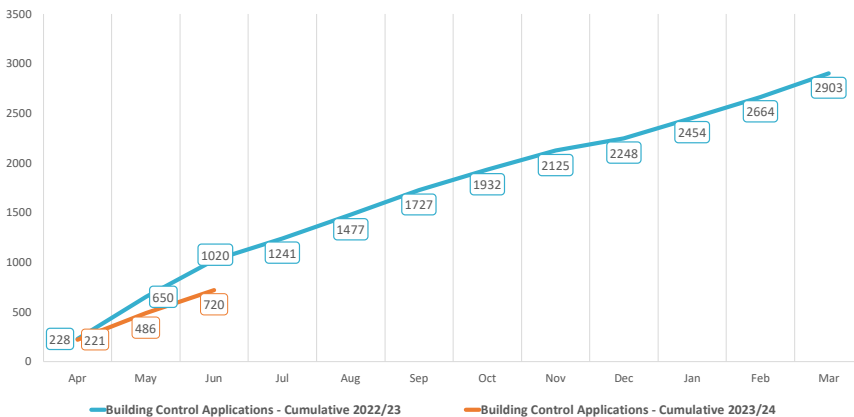
Commentary

The tree application numbers are broadly consistent with previous years.

KPI P11

Building Control Applications – Volumes

Building Control



RAG Targets

N/A N/A N/A

YoY
Accumulative
Trend

Building Control Apps
↓300

Description

Total Volumes for Applications Received by Month Over 2 Year Period

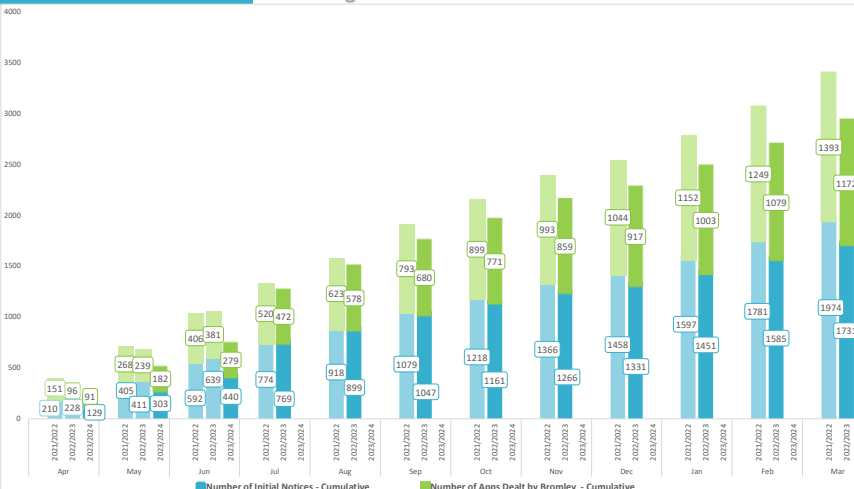
Commentary

The downturn in total number of applications compared with last year continues. This is expected given the current state of the economy.

KPI P12

Market Share – Volumes

Building Control



RAG Targets

N/A N/A N/A

Actual
Performance
this Month

Initial Notices
↓199

Apps Dealt by Bromley
↓102

Description

FY 21/22, 22/23 v YTD FY 2023/24 Volumes for Number of Initial Notices, Number of Applications Dealt by Bromley and Percentages of Market Share Last FY and YTD

Commentary

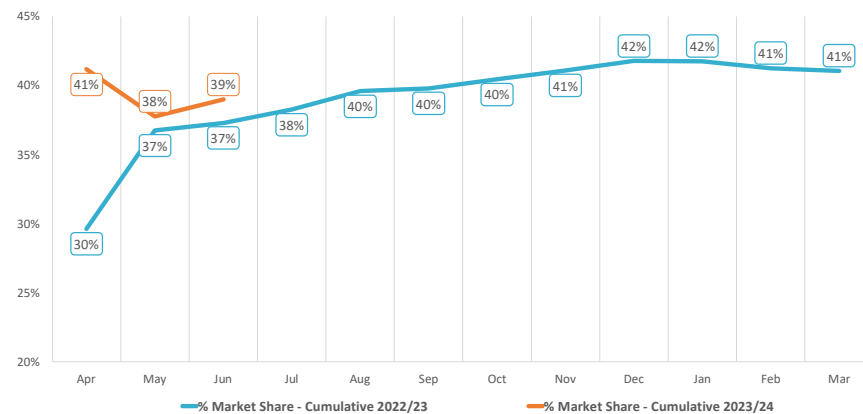
Market share continues to compare favourably compared with last year. This is despite charges being increased from 1 October 2022

RRH Portfolio Performance Report

HPR Monthly Operational KPIs – June 2023

KPI P13

Market Share – % Building Control



RAG Targets

N/A	N/A	N/A
Description		
FY 2022/23 v YTD FY 2023/24 Average Percentages of Market Share		

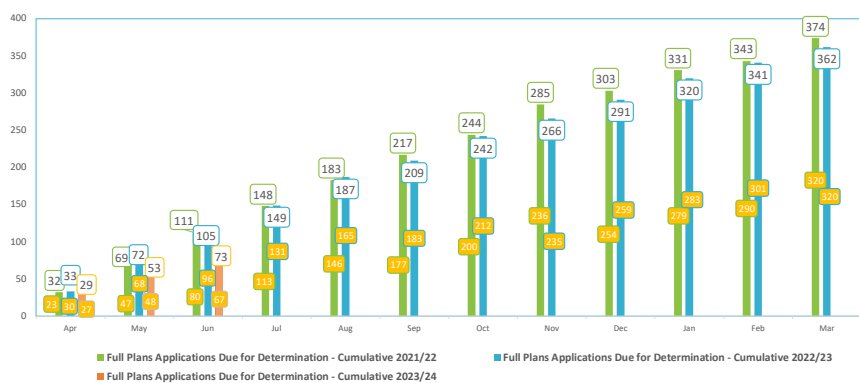
Actual Performance this Month	Market Share ↑ 2%
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Commentary

Market share has increased slightly compared with last year. This is despite charges being increased from 1 October 2022

KPI P14

Full Plans Applications Determined – Volumes & Met On Time Building Control



RAG Targets

N/A	N/A	N/A
Description		
FY 21/22, 22/23 v YTD FY 2023/24 Cumulative Volumes of Full Plans Applications Due for Determination and Determined Within Agreed Timescales		

Actual Performance this Month	Full Plans Apps ↓ 32 Met On Time ↓ 29
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Commentary

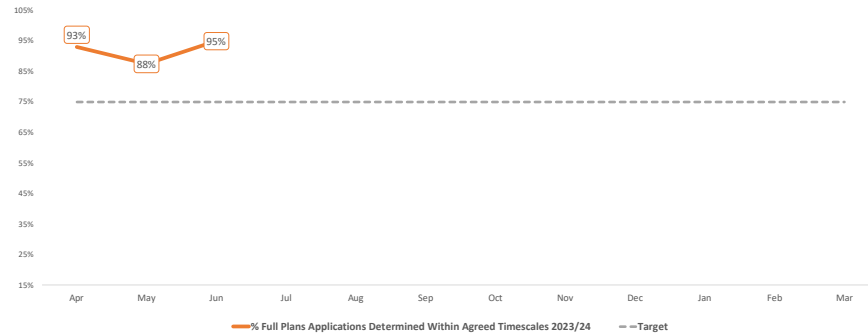
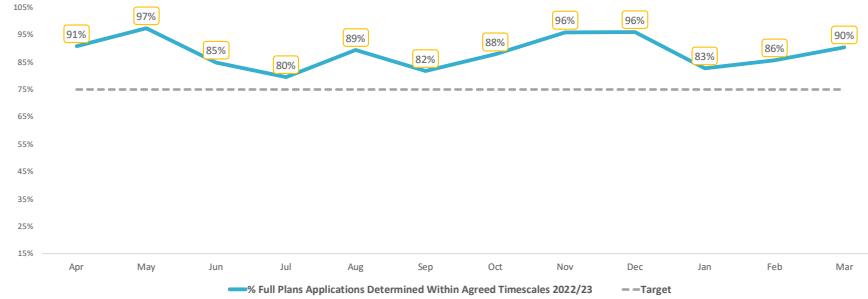
Lower volumes of applications have been expected in QTR 1 in relation to the slowing of the economy.

RRH Portfolio Performance Report

HPR Monthly Operational KPIs – June 2023

KPI P15

Full Plans Applications Determined – Percentage Of Met On Time *Building Control*



RAG Targets

<74% N/A ≥75%

Actual Performance this Month

Full Plans Apps ↑ 10%

Description

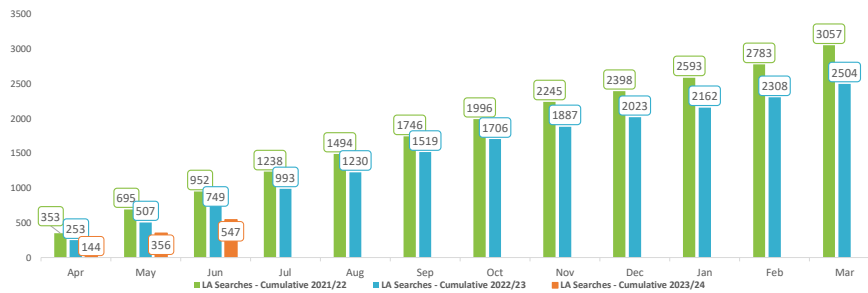
FY 2022/23 and YTD FY 2023/24 Percentages of Full Plans Applications Determined Within Agreed Timescales

Commentary

Performance has been consistently above target over the last 12 months.

KPI P16

LA Searches – Volumes *Local Land Charges*



RAG Targets

N/A N/A N/A

Actual Performance this Month

LA Searches ↓ 202

Description

FY 21/22, 22/23 v YTD FY 2023/24 Cumulative Volumes for LA Searches by Month

Commentary

The volumes for local authority searches received has reduced due to the present climate. However, the 24h turnaround time has been consistent.

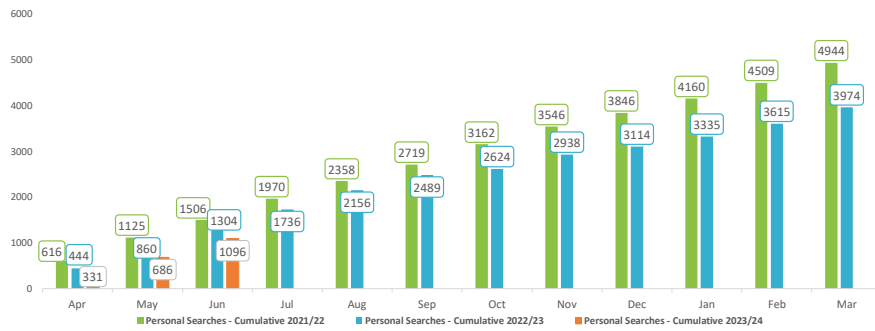
RRH Portfolio Performance Report

HPR Monthly Operational KPIs – June 2023

KPI P17

Personal Searches – Volumes

Local Land Charges



RAG Targets

N/A	N/A	N/A
Description		
FY 21/22, 22/23 v YTD FY 2023/24 Cumulative Volumes of Personal Searches by Month		

Actual
Performance
this Month

Personal
Searches
↓ 208

Commentary

The volumes for personal searches received has reduced due to the present climate. However, the 5 working days turnaround time has been consistent throughout the year.