

HPR Operational KPIs

Q2 2023/4 Jul-Sep

Prepared by Compliance & Strategy

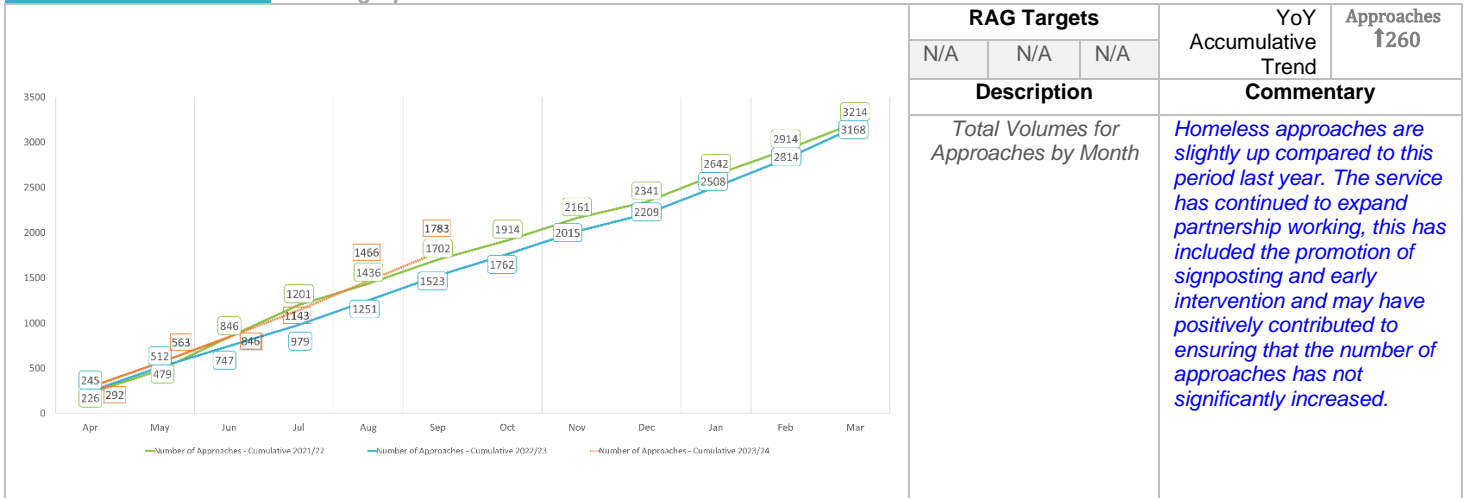
Housing KPIs



RRH Portfolio Performance Report

HPR Monthly Operational KPIs – September 2023

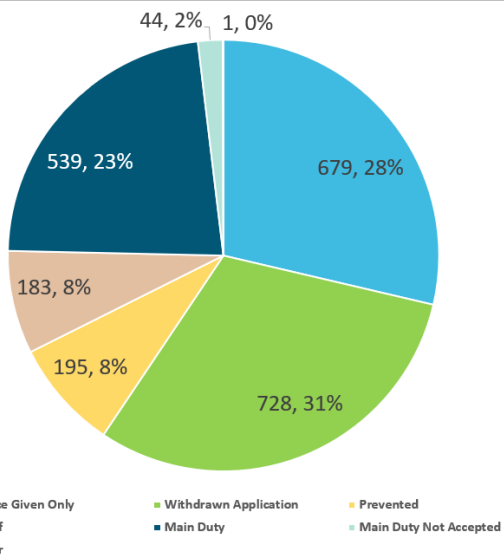
KPI H1 Approaches – Volumes Housing Options



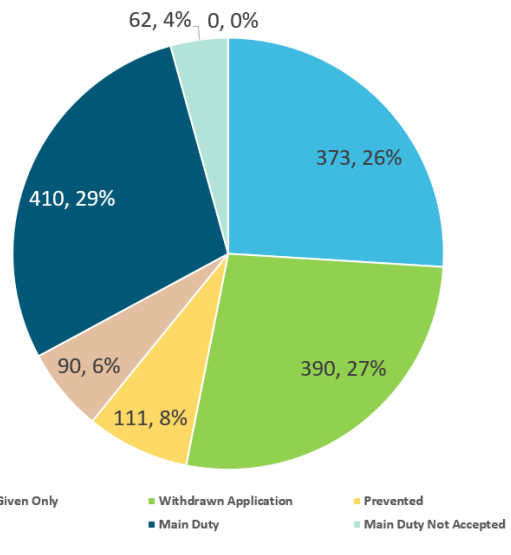
RAG Targets			YoY Accumulative Trend	Approaches ↑260
N/A	N/A	N/A		
Description			Commentary	
Total Volumes for Approaches by Month			Homeless approaches are slightly up compared to this period last year. The service has continued to expand partnership working, this has included the promotion of signposting and early intervention and may have positively contributed to ensuring that the number of approaches has not significantly increased.	

KPI H2 Outcomes – Volumes Housing Options

RAG Targets			Actual Performance v Last FY	Advice Only ↓ 2%	Withdrawn ↓ 4%	Prevented 0%
N/A	N/A	N/A		Relief ↓ 2%	Main Duty ↑ 6%	Main Duty Not Accepted ↑ 2%
			Other 0%			
Description			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Percentages of Advice Given Only, Withdrawn Applications, Prevention Ended, Relief Ended, Main Duties and Other			The outcomes for prevention and relief have been previously affected due to staff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 as the year progresses with the new complement of Officers in place.			
			Note: Other includes (i) Lost Contact Prior to Assessment			



Financial Year - 2022/23
Total: 2,369

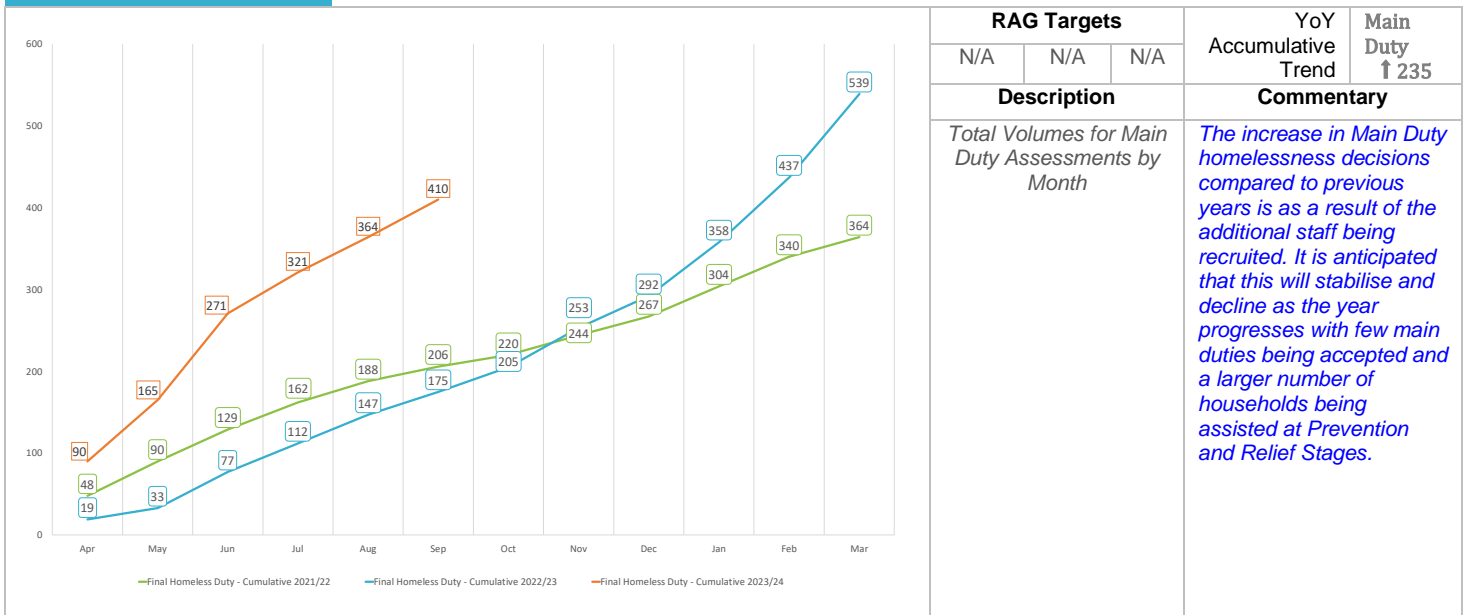


Financial YTD – Sep 2023
Total: 1,436

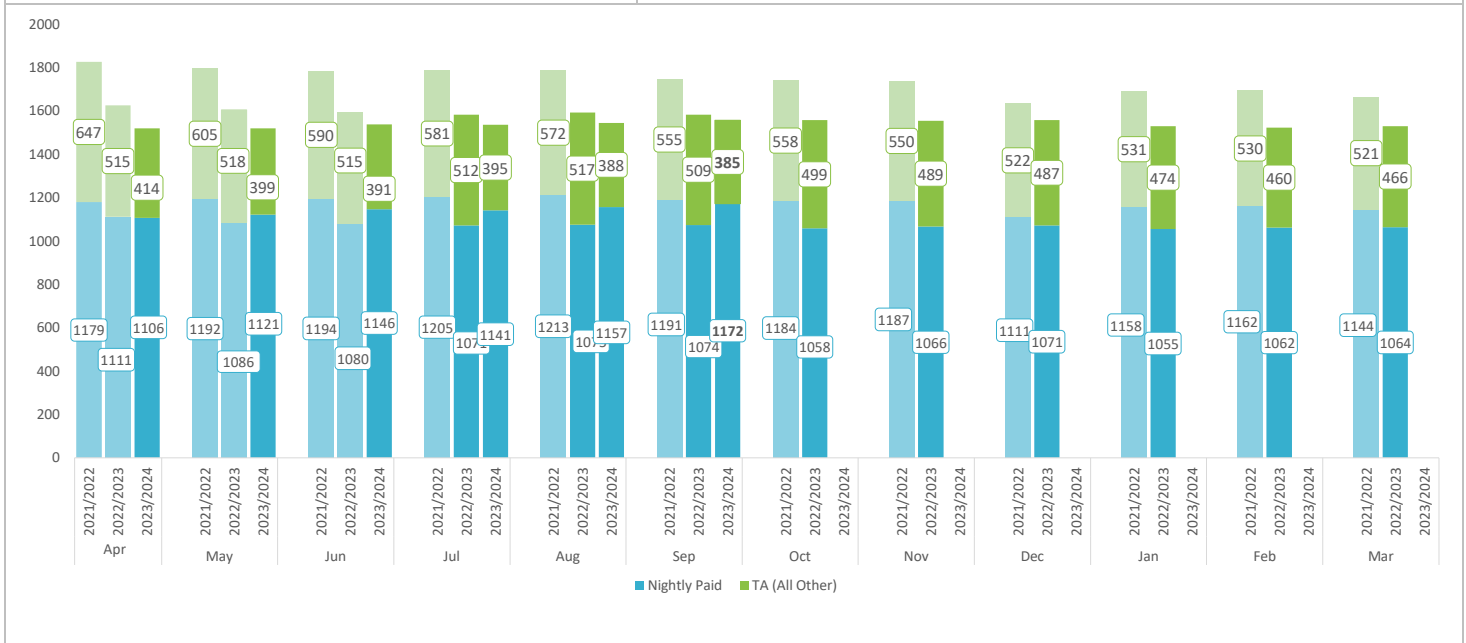
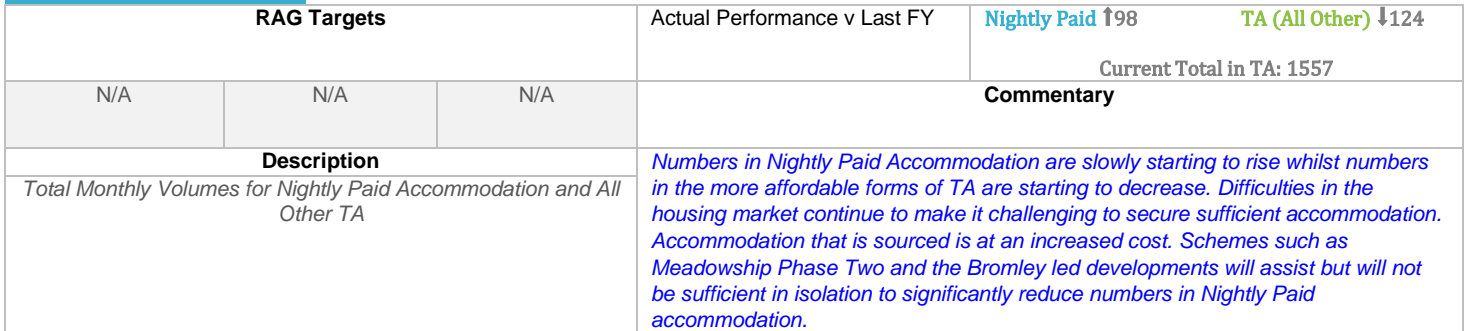
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KPI H3 Main Duty Assessments – Volumes Housing Options



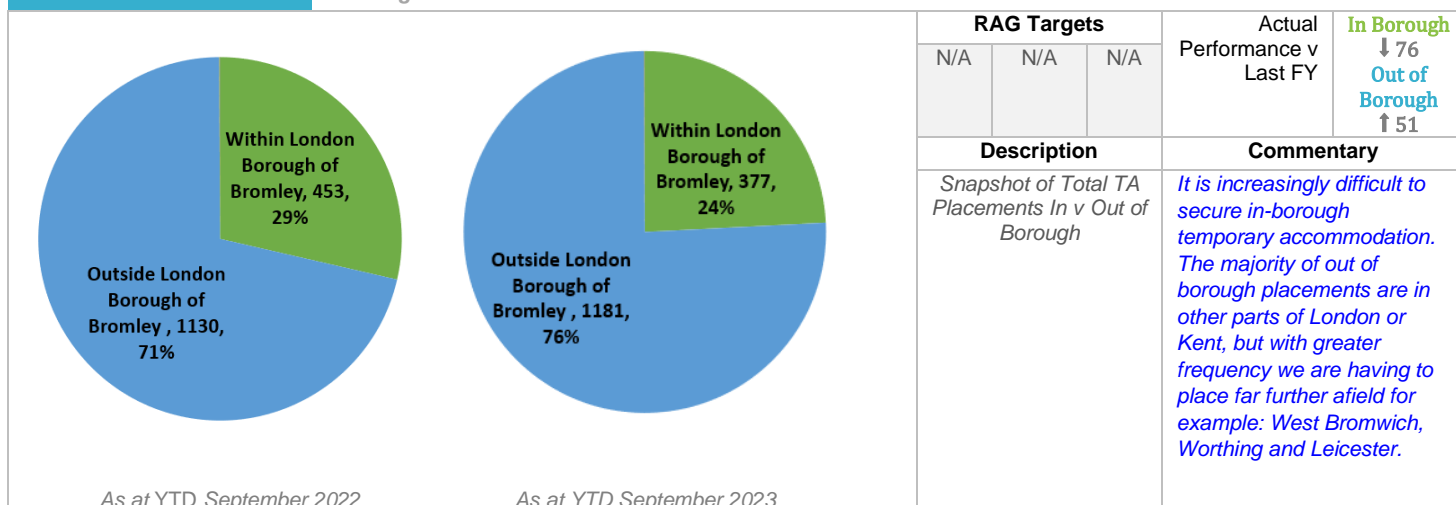
KPI H4 Households In Temporary Accommodation – Volumes Housing Allocations



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KPI H5 Total TA Placements – Volumes Housing Allocations



RAG Targets			Actual Performance v Last FY	In Borough ↓ 76 Out of Borough ↑ 51
N/A	N/A	N/A		
Description			Commentary	
Snapshot of Total TA Placements In v Out of Borough			It is increasingly difficult to secure in-borough temporary accommodation. The majority of out of borough placements are in other parts of London or Kent, but with greater frequency we are having to place far further afield for example: West Bromwich, Worthing and Leicester.	

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 YTD	Total by Band 2022/23	EoY 22/23 v YTD SEP23
		35.0%	27.2%	27.5%	9%	1%	0%	0%		
Band E	5	5	12	10	0	0	0	32	27	5
Band 1	393	141	180	115	22	5	0	856	781	75
Band 2	299	518	350	93	10	1	0	1271	1016	255
Band 3	239	106	283	56	4	0	0	688	581	107
Band 4	177	97	51	11	1	0	0	337	353	-16
Total by Bed Size 2023/24	1113	867	876	285	37	6	0	3184		
Total by Bed Size 2022/23	899	757	821	243	33	5	0		2758	
EoY 22/23 v 2023/24 YTD	214	110	55	42	4	1	0			

RAG Targets			Actual Performance Month	Number on Register ↑ 333
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 are high at an average of 330 a month. Band 2 increased significantly May to August due to the increased number of homeless decisions being made within Housing Options. Accepted Homeless Households are afforded a Band 2 priority on the Housing Register.	

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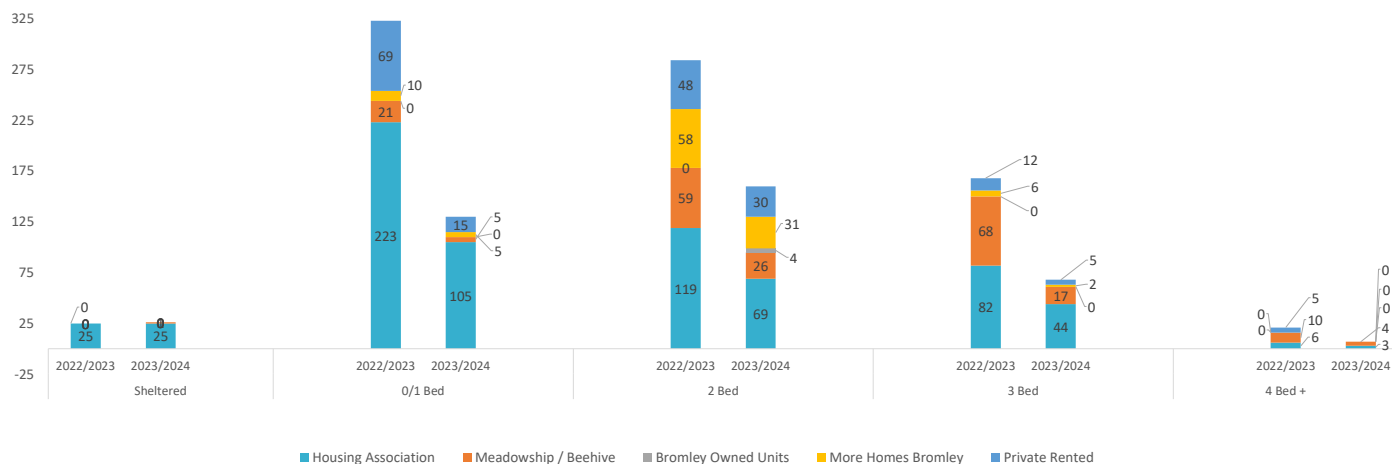
HPR Monthly Operational KPIs – September 2023

KPI H7

Housing Outcomes – Secured Housing – Volumes

Housing Register

RAG Targets			Actual Performance this Month	Commentary
N/A	N/A	N/A		
Description			<p><i>Private rented sector procurement is proving to be increasingly difficult given the market challenges. Whilst the Council has put forward an improved incentive package for landlords there is unlikely to be significant inroads made in this area. Purchasing has begun on phase 2 of Meadowship Homes which lead to 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.</i></p>	
Last FY v YTD Housing Outcomes – Secured Housing Volumes				



2022/2023

	Sheltered	0/1 Bed	2 Bed	3 Bed	4 Bed +	Total
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
Total By Size	25	323	284	168	21	821

2023/2024 YTD

	Sheltered	0/1 Bed	2 Bed	3 Bed	4 Bed +	Total
Housing Association (CBL)	25	105	69	44	3	246
Meadowship	1	5	26	17	4	53
Beehive	0	0	4	0	0	4
More Homes Bromley	0	5	31	2	0	38
Private Rented	0	15	30	5	0	50
Total By Size	26	130	160	68	7	391

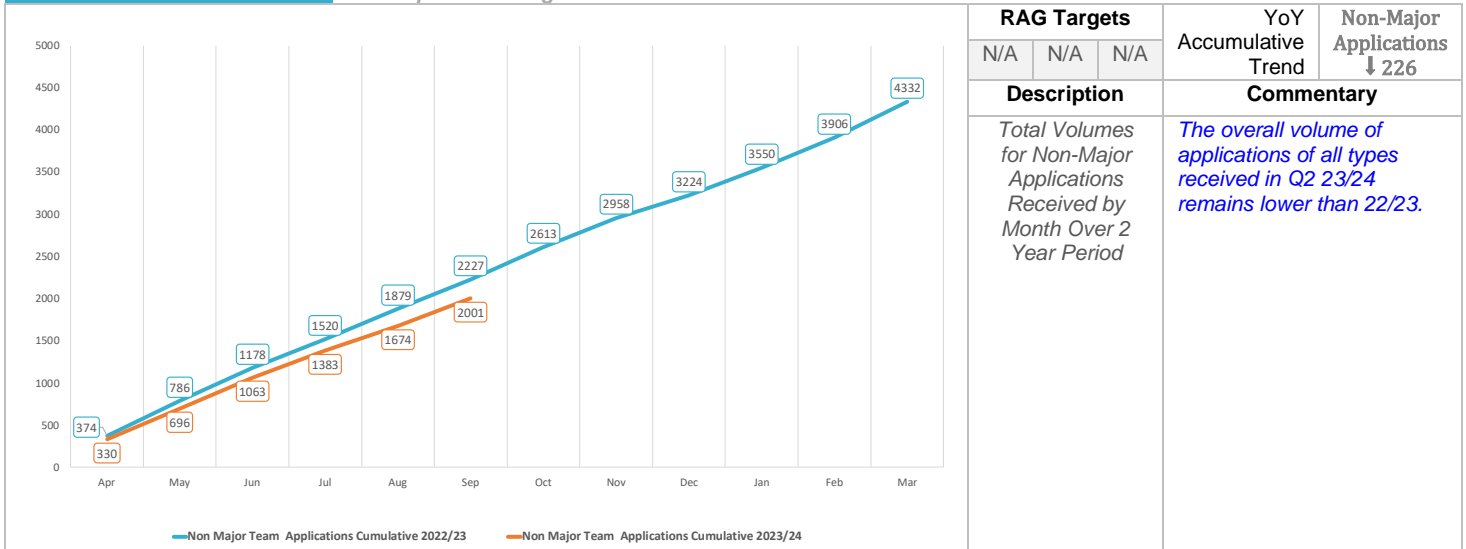
Planning KPIs



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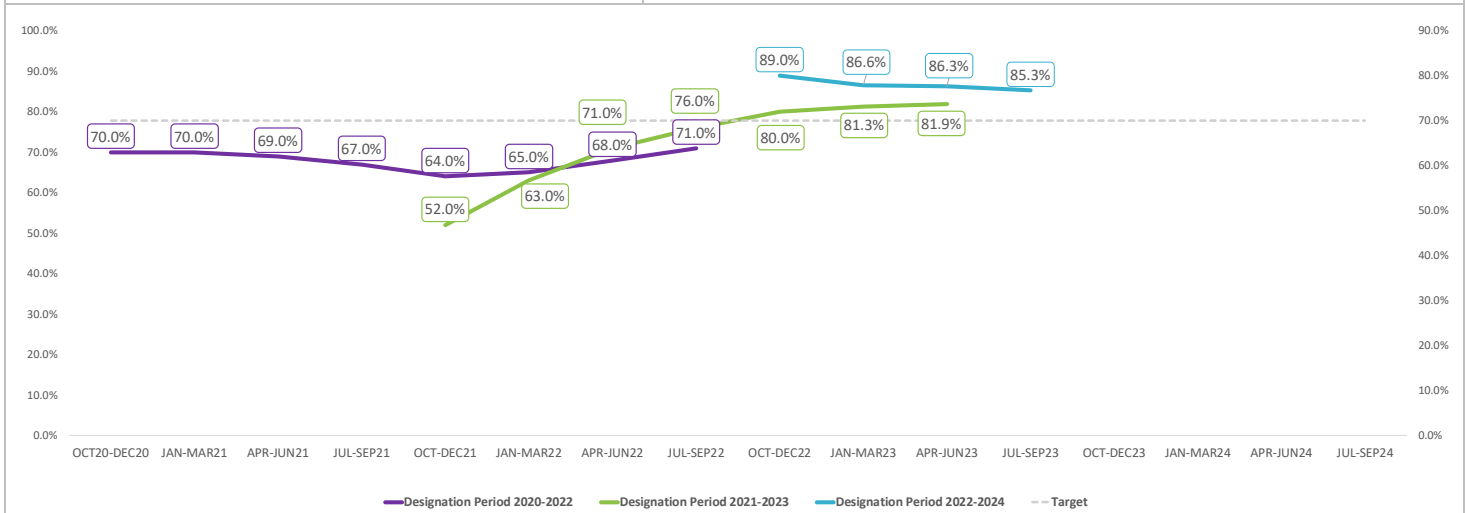
HPR Monthly Operational KPIs – September 2023

KPI P1 Non-Major Team All Applications Types – Volumes *Development Management*



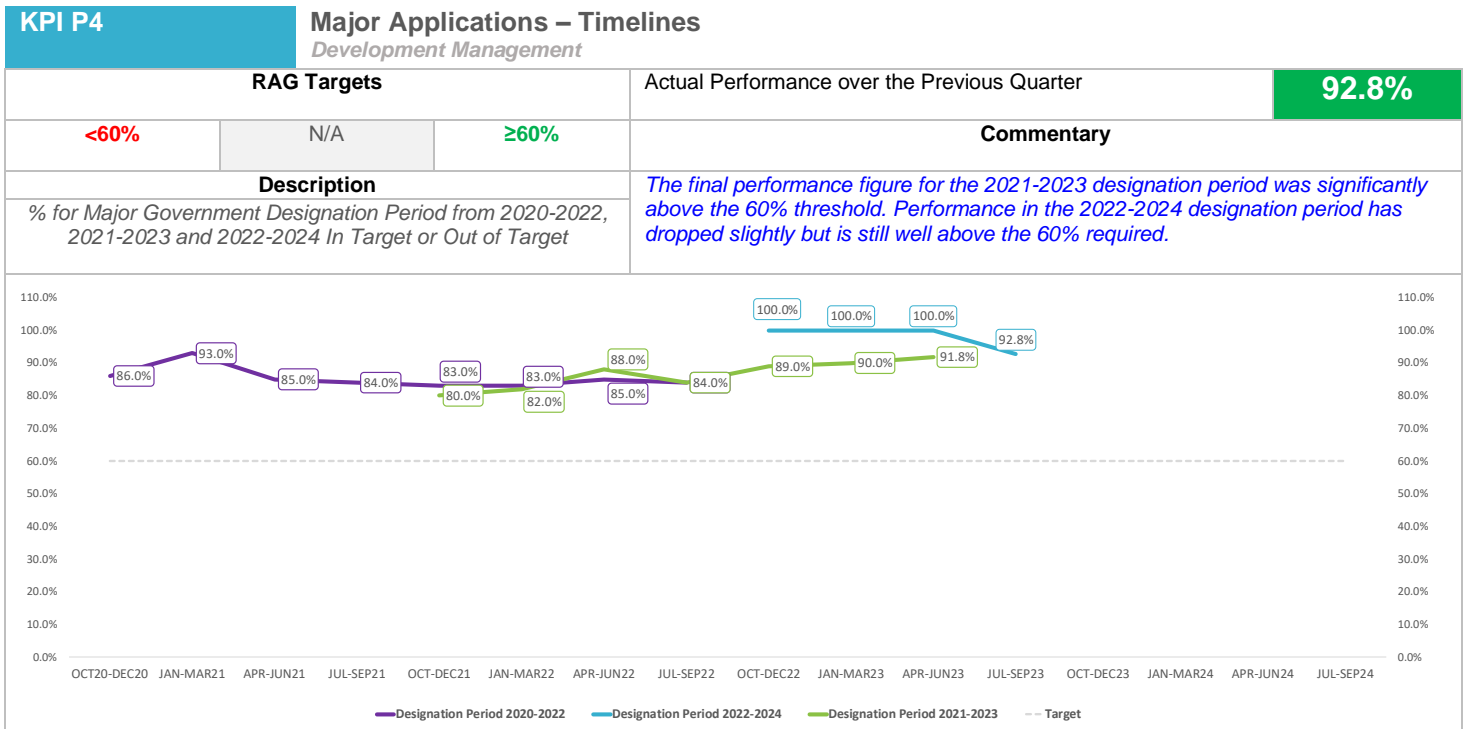
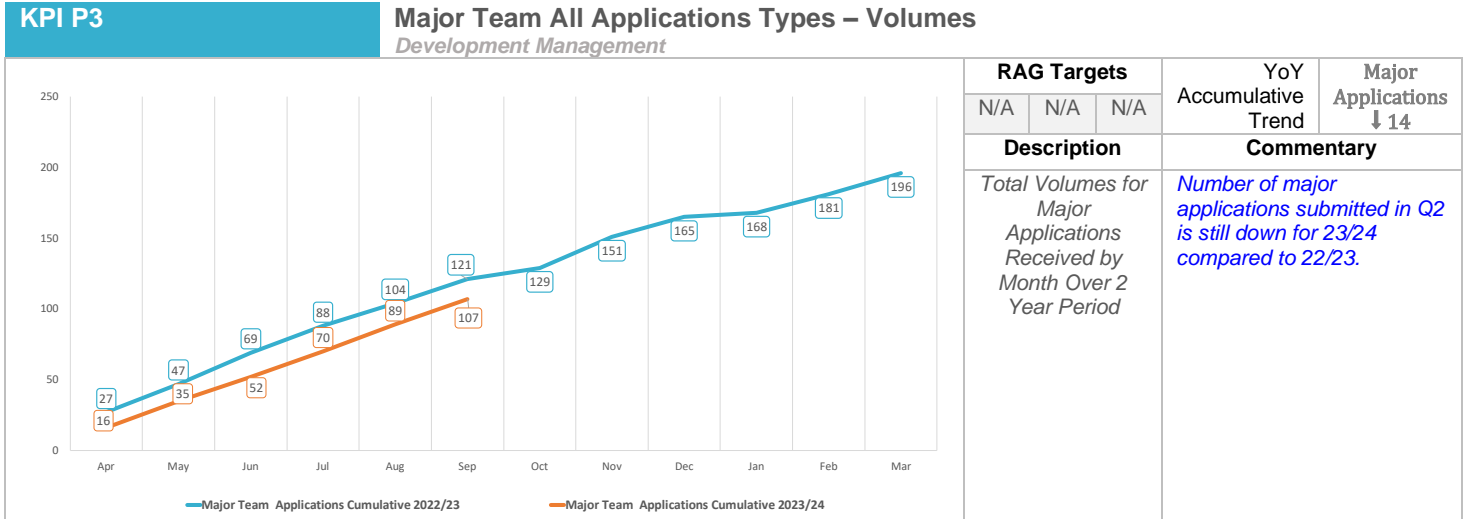
KPI P2 Non-Major Applications – Timeliness *Development Management*

RAG Targets			Actual Performance over the Previous Quarter
<70%	N/A	≥70%	85.3%
Description			Commentary
% for Non-Major Government Designation Period from 2020-2022, 2021-2023 and 2022-2024 In Target or Out of Target			The final performance figure for the 2021-23 designation period which concluded at the end of September was comfortably above the 70% threshold, Performance in the 2022-2024 period remains over the 70% target.



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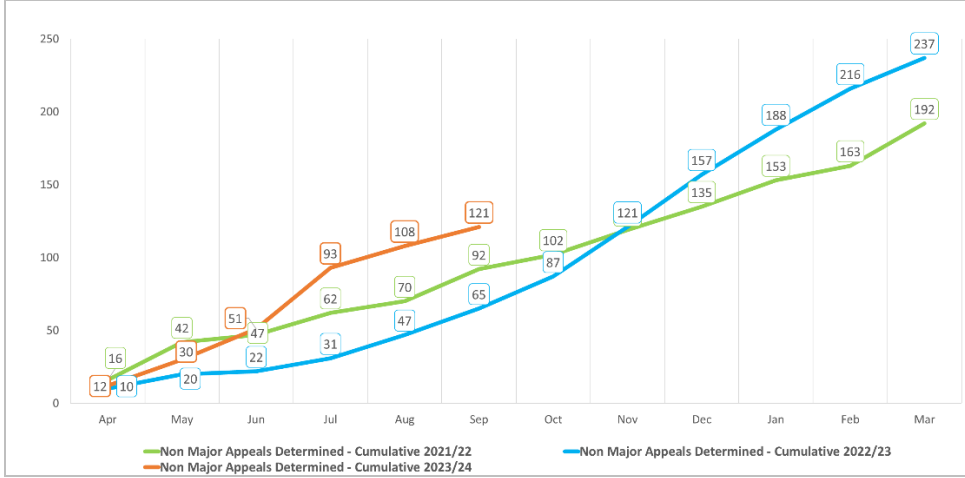


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KPI P5 Non-Major Appeals Determined – Volumes

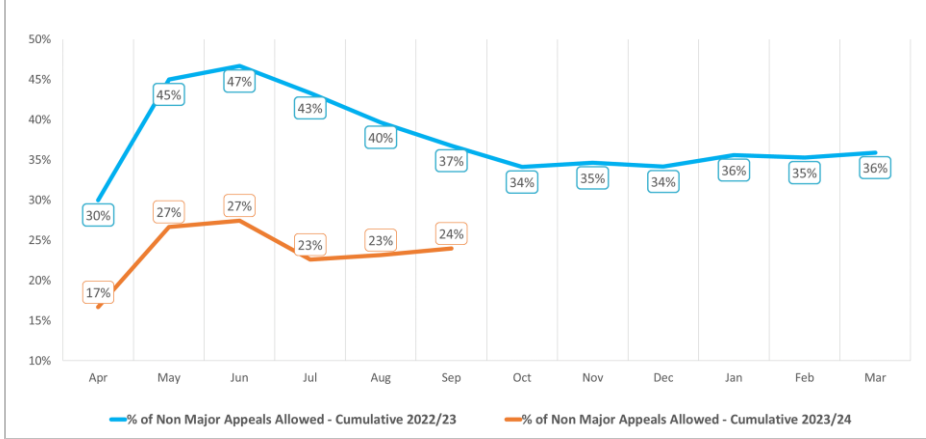
Appeals



RAG Targets			YoY Accumulative Trend	Non-Major Appeals
N/A	N/A	N/A		↑ 56
Description			Commentary	
Total Volumes for Non-Major Appeals Determined by Month			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 – %

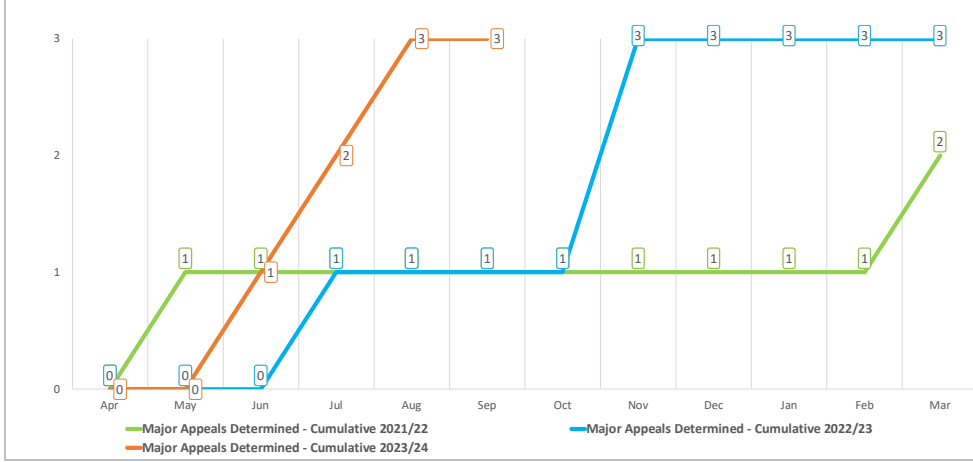
Appeals



RAG Targets			Actual Performance this Month	Major Applications
N/A	N/A	N/A		↓ 13%
Description			Commentary	
Percentages Average for Non-Major Appeals Allowed by Month Over 2 Year Period			Performance has improved partly due to a larger number of non-determination appeals being submitted last year following the post COVID application backlog, which has now been cleared. Not at risk of designation.	

KPI P7 Major Appeals Determined – Volumes

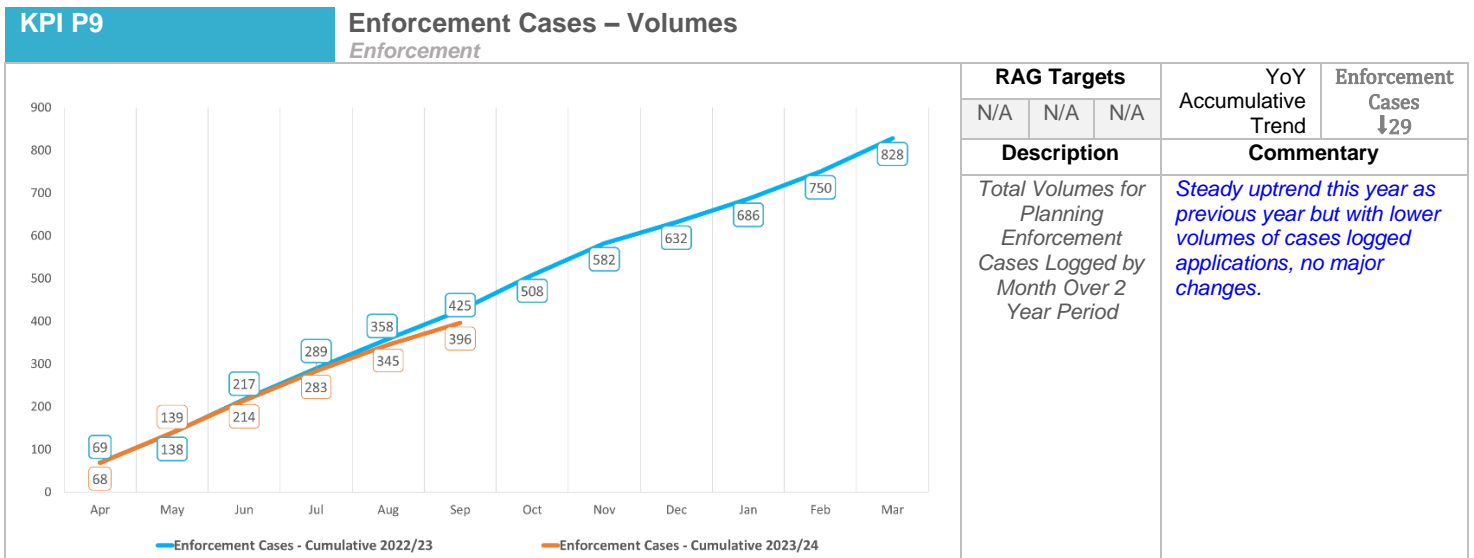
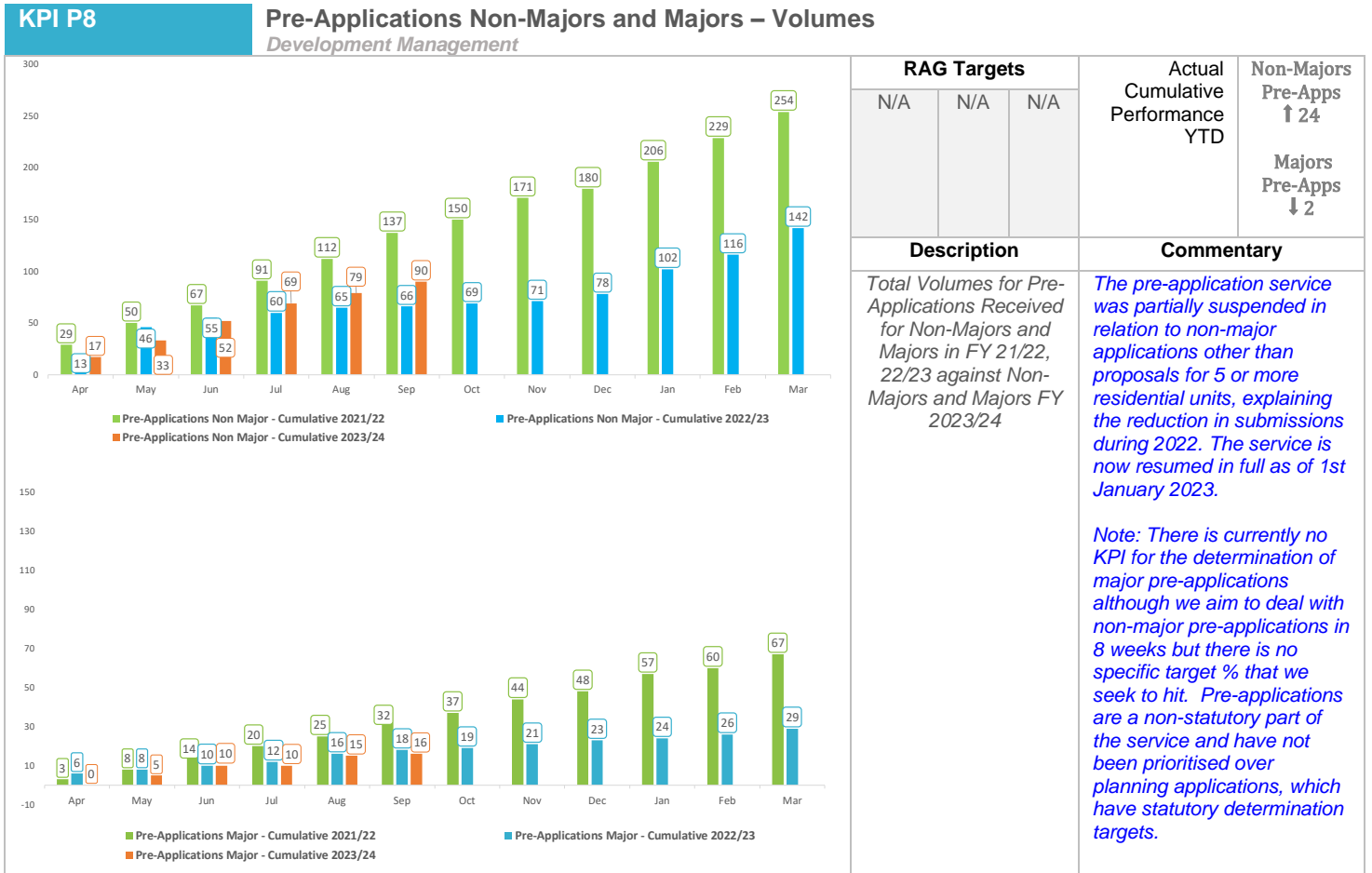
Appeals



RAG Targets			YoY Accumulative Trend	Major Appeals
N/A	N/A	N/A		↑ 2
Description			Commentary	
Total Volumes for Major Applications Received by Month			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. Not at risk of designation.	

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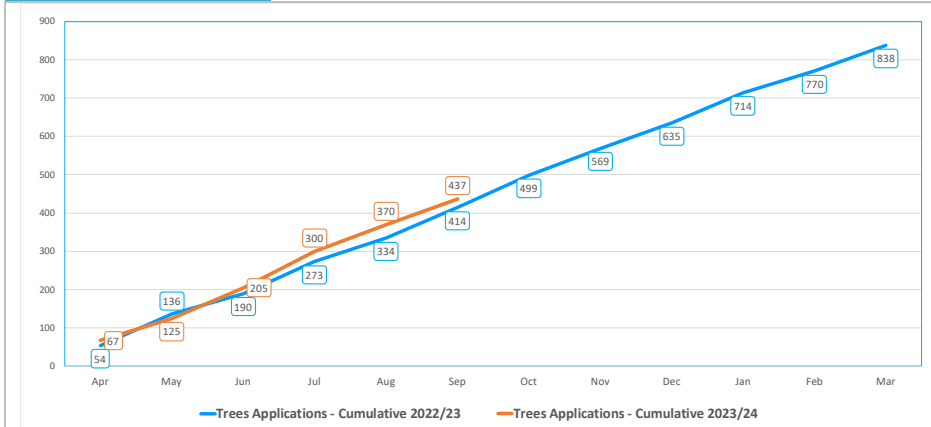
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KPI P10

Trees Applications – Volumes

Trees

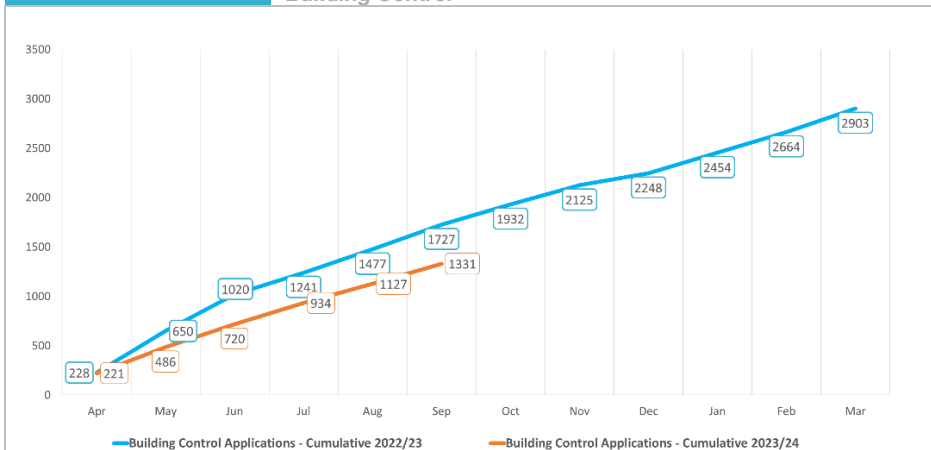


RAG Targets			YoY Accumulative Trend	Trees Apps ↑22
N/A	N/A	N/A		
Description			Commentary	
Total Volumes for Tree Applications Received by Month Over 2 Year Period			The caseload is following a similar trend to previous years and is expected to produce record application numbers.	

KPI P11

Building Control Applications – Volumes

Building Control

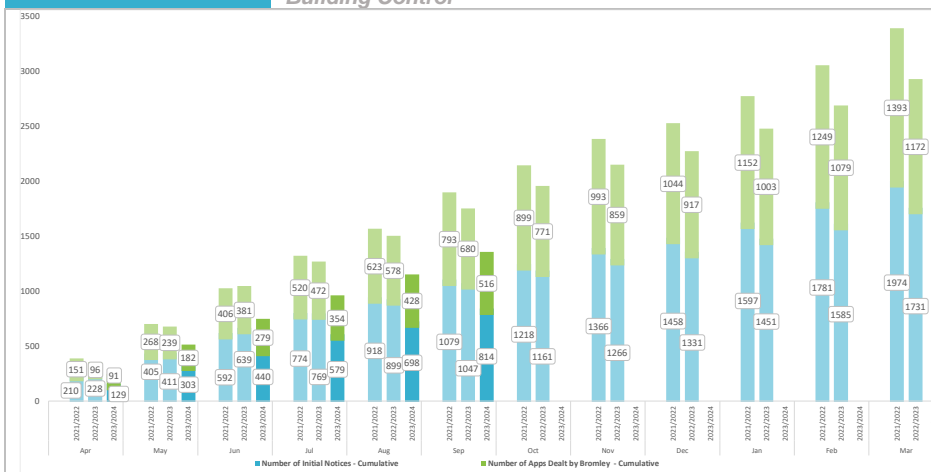


RAG Targets			YoY Accumulative Trend	Building Control Apps ↓396
N/A	N/A	N/A		
Description			Commentary	
Total Volumes for Applications Received by Month Over 2 Year Period			The downturn in total number of applications compared with last year continues. This is expected given the current state of the economy.	

KPI P12

Market Share – Volumes

Building Control

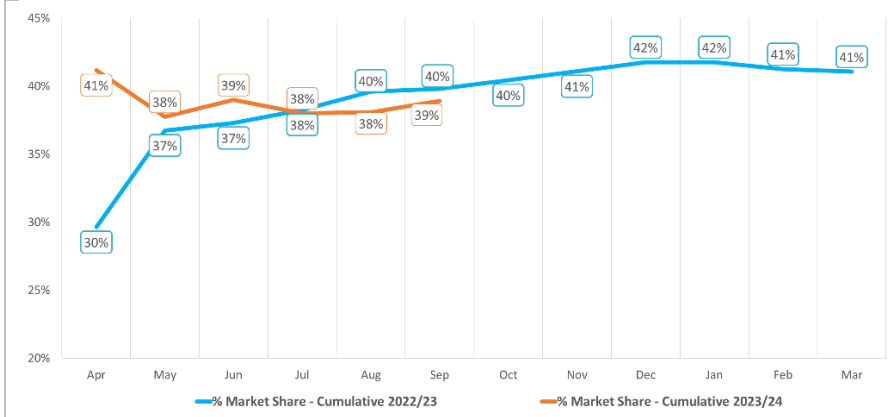


RAG Targets			Actual Performance this Month	Initial Notices ↓233
N/A	N/A	N/A		
Description			Commentary	
FY 21/22, 22/23 v YTD FY 2023/24 Volumes for Number of Initial Notices, Number of Applications Dealt by Bromley and Percentages of Market Share Last FY and YTD			App's Dealt by Bromley ↓164 Volumes are down across all applications. Market share remains consistent with last year	

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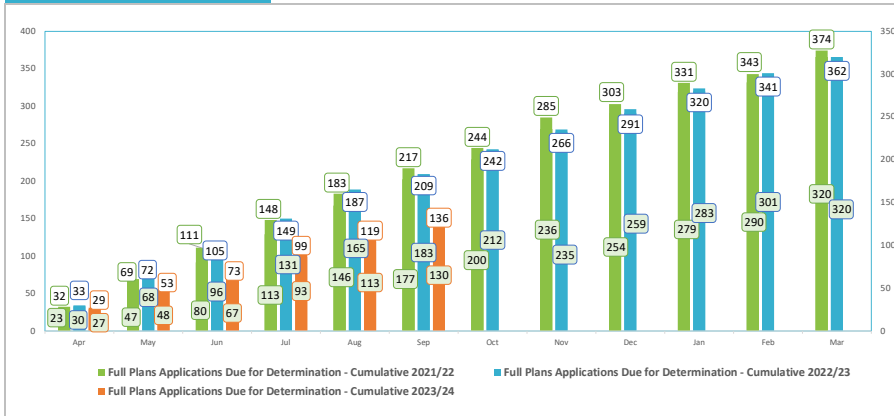
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KPI P13 Market Share – % Building Control



RAG Targets			Actual Performance this Month	Market Share ↓ 1%
N/A	N/A	N/A		
Description			Commentary	
FY 2022/23 v YTD FY 2023/24 Average Percentages of Market Share			Market share has fluctuated over the Q1 and Q2. It is expected that full year outturn is consistent with last year.	

KPI P14 Full Plans Applications Determined – Volumes & Met on Time Building Control



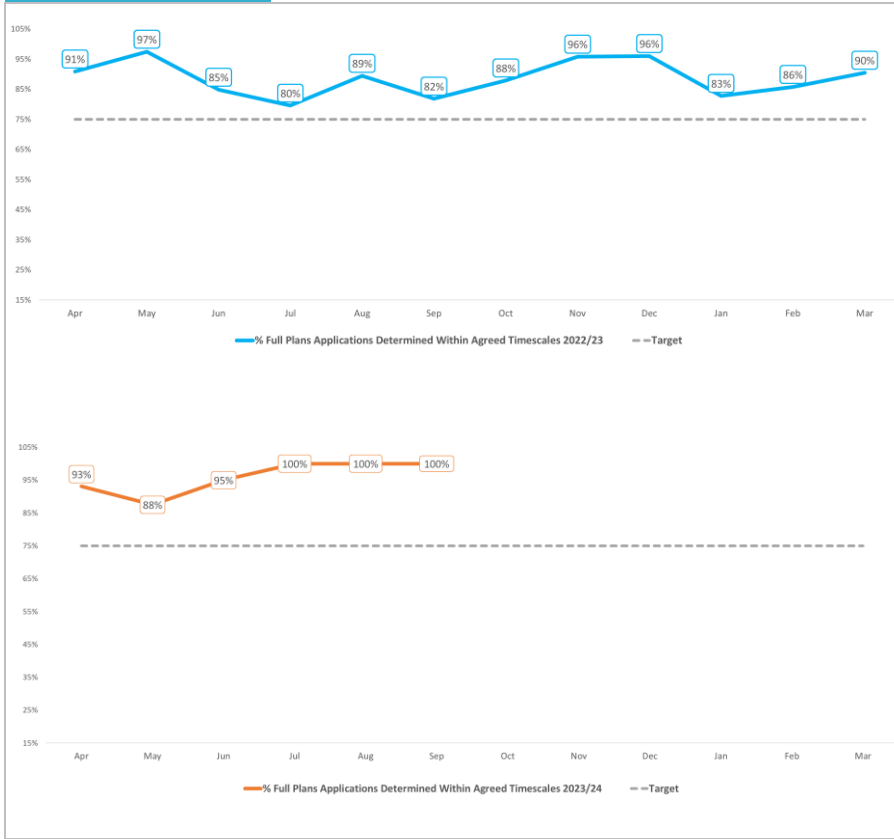
RAG Targets			Actual Performance this Month	Full Plans Apps ↓ 73 Met On Time ↓ 53
N/A	N/A	N/A		
Description			Commentary	
FY 21/22, 22/23 v YTD FY 2023/24 Cumulative Volumes of Full Plans Applications Due for Determination and Determined Within Agreed Timescales			Lower volumes of applications have been expected in Q1 and Q2 in relation to the slowing of the economy.	

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KPI P15

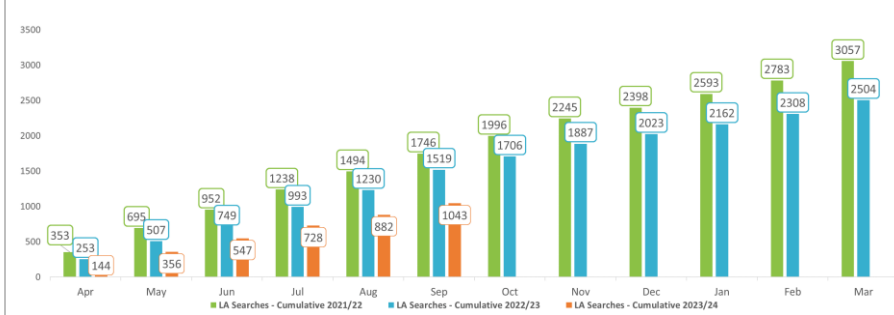
Full Plans Applications Determined – Percentage of Met on Time *Building Control*



RAG Targets			Actual Performance this Month	Full Plans Apps ↑ 18%
<74%	N/A	≥75%		
Description		Commentary		
FY 2022/23 and YTD FY 2023/24 Percentages of Full Plans Applications Determined Within Agreed Timescales		<p>Performance has been consistently above target over the last 12 months.</p> <p>The lower number of applications has enabled a higher level of achievement on Q2.</p>		

KPI P16

LA Searches – Volumes *Local Land Charges*



RAG Targets			Actual Performance this Month	LA Searches ↓ 476
N/A	N/A	N/A		
Description		Commentary		
FY 21/22, 22/23 v YTD FY 2023/24 Cumulative Volumes for LA Searches by Month		<p>The volumes for local authority searches received have reduced due to the present climate. However, the 24h turnaround time has been consistent.</p>		

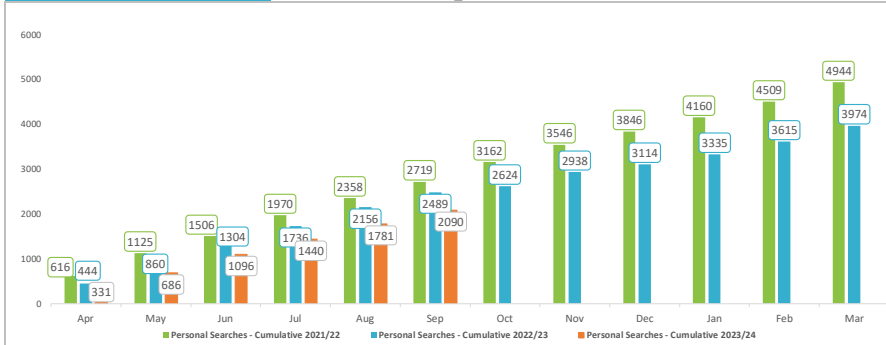
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HPR Monthly Operational KPIs – September 2023

KPI P17

Personal Searches – Volumes

Local Land Charges



RAG Targets			Actual Performance this Month	Personal Searches ↓ 399
N/A	N/A	N/A		
Description			Commentary	
FY 21/22, 22/23 v YTD FY 2023/24 Cumulative Volumes of Personal Searches by Month			The volumes for personal searches received have reduced due to the present climate. However, the 5 working days turnaround time has been consistent throughout the year.	