

# NYBCP Service Delivery Plan

Generated on: 07 October 2016



## 1. To encourage quality sustainable enterprise and employment

|   |        |            |  |        |  |
|---|--------|------------|--|--------|--|
|   |        | BC 2       | % of Building Notices accepted in 2 working days                                     |        |  |
| <b>Current Value</b>  | 99%    | Q2 2016/17 | <b>Current Target</b>  | 93%    |  |
| Achieved.   |        |            |  |        |  |
|   |        | BC 3       | % Full Plans approved within statutory time period 2 months                          |        |  |
| <b>Current Value</b>  | 100.0% | Q2 2016/17 | <b>Current Target</b>  | 100.0% |  |
| Failed to achieve target.   |        |            |  |        |  |
|   |        | BC 4       | % Full Plans applications approved first time.                                       |        |  |
| <b>Current Value</b>  | 92%    | Q2 2016/17 | <b>Current Target</b>  | 90%    |  |
| Failed. The workflow within IDOX is targeting applications and reminders sent out sooner. |        |            |  |        |  |
|   |        | BC 5       | % Site Inspections undertaken on day of notification                                 |        |  |
| <b>Current Value</b>  | 99.0%  | Q2 2016/17 | <b>Current Target</b>  | 98.0%  |  |
| Consistent high level of achievement with reduced staff and larger geographical area.     |        |            |  |        |  |
|   |        | BC 6       | % Completion Certifications issued within 5 days of notified satisfactory inspection |        |  |
| <b>Current Value</b>  | 97%    | Q2 2016/17 | <b>Current Target</b>  | 90%    |  |
| Revised target for 2015/16 achieved.  |        |            |  |        |  |

|  |     |            |   |  |
|--|-----|------------|---|--|
|  |     | BC 7       | An average of 7 inspections undertaken per development. |  |
| <b>Current Value</b>   | 7.4 | Q2 2016/17 | <b>Current Target</b> 7.0                               |  |
| Target consistently exceeded and acknowledged by customers as an area of work where their expectation levels are high. |     |            |   |  |

|                      |      |            |   |  |
|----------------------|------|------------|---|--|
|                      |      | BC 9       | Response Rate to complaints in accordance with the Partnership's Complaints Procedure |  |
| <b>Current Value</b> | 100% | Q2 2016/17 | <b>Current Target</b> 95%   |  |
| Achieved.            |      |            |   |  |

|                      |     |            |  |  |
|----------------------|-----|------------|--|--|
|                      |     | BC 18      | % of fee earning applications/notifications submitted electronically |  |
| <b>Current Value</b> | 51% | Q2 2016/17 | <b>Current Target</b> 50%  |  |

|                      |     |            |   |  |
|----------------------|-----|------------|---|--|
|                      |     | BC 1       | % Check full plan applications within 10 working days |  |
| <b>Current Value</b> | 82% | Q2 2016/17 | <b>Current Target</b> 90%                             |  |
| Achieved.            |     |            |   |  |





















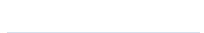
|  |     |            |  |  |
|--|-----|------------|--|--|
|  |     | BC 11      | % of Market Share within Schedule 2 & 3 Domestic and Commercial Developments |  |
| <b>Current Value</b>   | 60% | Q2 2016/17 | <b>Current Target</b> 75%  |  |
| Failed to achieve target. Increased marketing to be implemented to redress this ongoing reduction. |     |            |  |  |




## 2. To act and lead by example as a reputable employer

|                      |          |            |  |  |
|----------------------|----------|------------|--|--|
|                      |          | BC 13      | No. of hours CPD Training by professional staff every year (Annual Target 20hrs) |  |
| <b>Current Value</b> | 12.00hrs | Q2 2016/17 | <b>Current Target</b> 10.00hrs   |  |
| Achieved.            |          |            |  |  |

|                      |      |            |  |  |
|----------------------|------|------------|--|--|
|                      |      | BC 17      | Number of days lost sickness absence per officer |  |
| <b>Current Value</b> | 0.65 | Q2 2016/17 | <b>Current Target</b> 1.25                       |  |
| Achieved.            |      |            |  |  |




### 3. To promote health provision




|  |   |            |   |        |   |
|--|---|------------|---|--------|---|
|                                       |    | BC 2       | % of Building Notices accepted in 2 working days                                      |        |    |
| <b>Current Value</b>   | 99%   | Q2 2016/17 | <b>Current Target</b>   | 93%    |   |
| Achieved.  |   |            |   |        |   |
|                                       |    | BC 3       | % Full Plans approved within statutory time period 2 months                           |        |    |
| <b>Current Value</b>   | 100.0%  | Q2 2016/17 | <b>Current Target</b>   | 100.0% |   |
| Failed to achieve target.  |   |            |   |        |   |
|                                       |    | BC 5       | % Site Inspections undertaken on day of notification                                  |        |    |
| <b>Current Value</b>   | 99.0%   | Q2 2016/17 | <b>Current Target</b>   | 98.0%  |   |
| Consistent high level of achievement with reduced staff and larger geographical area.                                  |   |            |   |        |   |
|                                       |    | BC 6       | % Completion Certifications issued within 5 days of notified satisfactory inspection  |        |    |
| <b>Current Value</b>   | 97%   | Q2 2016/17 | <b>Current Target</b>   | 90%    |   |
| Revised target for 2015/16 achieved.   |   |            |   |        |   |
|                                       |    | BC 7       | An average of 7 inspections undertaken per development.                               |        |    |
| <b>Current Value</b>   | 7.4   | Q2 2016/17 | <b>Current Target</b>   | 7.0    |   |
| Target consistently exceeded and acknowledged by customers as an area of work where their expectation levels are high. |   |            |   |        |   |
|                                     |  | BC 8       | Dangerous structures inspected within 2 hours.  |        |  |
| <b>Current Value</b>   | 95%   | 2015/16    | <b>Current Target</b>   | 85%    |   |
| Target achieved. This includes out of office hours call.   |   |            |   |        |   |
|                                     |  | BC 9       | Response Rate to complaints in accordance with the Partnership's Complaints Procedure |        |  |
| <b>Current Value</b>   | 100%  | Q2 2016/17 | <b>Current Target</b>   | 95%    |   |
| Achieved.  |   |            |   |        |   |




|   |   |            |   |     |   |
|---|---|------------|---|-----|---|
|  |  | BC 1       | % Check full plan applications within 10 working days |     |  |
| <b>Current Value</b>  | 82%   | Q2 2016/17 | <b>Current Target</b>                                 | 90% |   |
| Achieved.   |   |            |   |     |   |




#### 4. To protect environmental quality and safety by promoting green issues

|   |   |            |  |       |   |
|---|---|------------|--|-------|---|
|      |  | BC 5       | % Site Inspections undertaken on day of notification |       |  |
| <b>Current Value</b>  | 99.0%   | Q2 2016/17 | <b>Current Target</b>                                | 98.0% |   |
| Consistent high level of achievement with reduced staff and larger geographical area. |   |            |  |       |   |

|  |   |            |   |     |   |
|--|---|------------|---|-----|---|
|                                       |  | BC 7       | An average of 7 inspections undertaken per development. |     |  |
| <b>Current Value</b>   | 7.4   | Q2 2016/17 | <b>Current Target</b>                                   | 7.0 |   |
| Target consistently exceeded and acknowledged by customers as an area of work where their expectation levels are high. |   |            |   |     |   |

|   |   |            |  |          |   |
|---|---|------------|--|----------|---|
|  |  | BC 13      | No. of hours CPD Training by professional staff every year (Annual Target 20hrs) |          |  |
| <b>Current Value</b>  | 12.00hrs  | Q2 2016/17 | <b>Current Target</b>  | 10.00hrs |   |
| Achieved.   |   |            |  |          |   |



|   |   |            |  |     |   |
|---|---|------------|--|-----|---|
|  |  | BC 18      | % of fee earning applications/notifications submitted electronically |     |  |
| <b>Current Value</b>  | 51%   | Q2 2016/17 | <b>Current Target</b>  | 50% |   |
|   |   |            |  |     |   |




|   |   |            |   |     |   |
|---|---|------------|---|-----|---|
|  |  | BC 1       | % Check full plan applications within 10 working days |     |  |
| <b>Current Value</b>  | 82%   | Q2 2016/17 | <b>Current Target</b>                                 | 90% |   |
| Achieved.   |   |            |   |     |   |

#### 5. To promote community safety




|   |   |            |   |     |   |
|---|---|------------|---|-----|---|
|  |  | BC 7       | An average of 7 inspections undertaken per development. |     |  |
| <b>Current Value</b>  | 7.4   | Q2 2016/17 | <b>Current Target</b>                                   | 7.0 |   |
|   |   |            |   |     |   |



Target consistently exceeded and acknowledged by customers as an area of work where their expectation levels are high.




|   |   |            |  |          |   |
|---|---|------------|--|----------|---|
|  |  | BC 13      | No. of hours CPD Training by professional staff every year (Annual Target 20hrs) |          |  |
| <b>Current Value</b>  | 12.00hrs  | Q2 2016/17 | <b>Current Target</b>  | 10.00hrs |   |
| Achieved.   |   |            |  |          |   |




|   |   |            |   |     |   |
|---|---|------------|---|-----|---|
|  |  | BC 1       | % Check full plan applications within 10 working days |     |  |
| <b>Current Value</b>  | 82%   | Q2 2016/17 | <b>Current Target</b>                                 | 90% |   |
| Achieved.   |   |            |   |     |   |

## 6. To provide suitable, quality and affordable housing

|   |   |            |   |        |   |
|---|---|------------|---|--------|---|
|  |  | BC 3       | % Full Plans approved within statutory time period 2 months |        |  |
| <b>Current Value</b>  | 100.0%  | Q2 2016/17 | <b>Current Target</b>                                       | 100.0% |   |
| Failed to achieve target.   |   |            |   |        |   |




|   |   |            |  |       |   |
|---|---|------------|--|-------|---|
|      |  | BC 5       | % Site Inspections undertaken on day of notification |       |  |
| <b>Current Value</b>  | 99.0%   | Q2 2016/17 | <b>Current Target</b>                                | 98.0% |   |
| Consistent high level of achievement with reduced staff and larger geographical area. |   |            |  |       |   |

|  |  |            |  |     |  |
|--|--|------------|--|-----|--|
|  |  | BC 6       | % Completion Certifications issued within 5 days of notified satisfactory inspection |     |  |
| <b>Current Value</b>   | 97%  | Q2 2016/17 | <b>Current Target</b>  | 90% |  |
| Revised target for 2015/16 achieved.   |  |            |  |     |  |


|  |   |            |   |     |   |
|--|---|------------|---|-----|---|
|                                     |  | BC 7       | An average of 7 inspections undertaken per development. |     |  |
| <b>Current Value</b>   | 7.4   | Q2 2016/17 | <b>Current Target</b>                                   | 7.0 |   |
| Target consistently exceeded and acknowledged by customers as an area of work where their expectation levels are high. |   |            |   |     |   |

|   |   |            |   |     |   |
|---|---|------------|---|-----|---|
|  |  | BC 9       | Response Rate to complaints in accordance with the Partnership's Complaints Procedure |     |  |
| <b>Current Value</b>  | 100%  | Q2 2016/17 | <b>Current Target</b>   | 95% |   |

Achieved.

|   |   |            |  |   |
|---|---|------------|--|---|
|  |  | BC 13      | No. of hours CPD Training by professional staff every year (Annual Target 20hrs) |  |
| <b>Current Value</b>  | 12.00hrs  | Q2 2016/17 | <b>Current Target</b> 10.00hrs   |   |

Achieved.




|   |   |            |   |   |
|---|---|------------|---|---|
|  |  | BC 1       | % Check full plan applications within 10 working days |  |
| <b>Current Value</b>  | 82%   | Q2 2016/17 | <b>Current Target</b> 90%                             |   |

Achieved.

|   |   |            |                                     |   |
|---|---|------------|-------------------------------------|---|
|  |  | BC 10      | % of Market Share within Schedule 1 |  |
| <b>Current Value</b>  | 32%   | Q2 2016/17 | <b>Current Target</b> 60%           |   |


Failed to achieve target.

## 7. To provide for vulnerable residents

|   |   |            |  |   |
|---|---|------------|--|---|
|  |  | BC 13      | No. of hours CPD Training by professional staff every year (Annual Target 20hrs) |  |
| <b>Current Value</b>  | 12.00hrs  | Q2 2016/17 | <b>Current Target</b> 10.00hrs   |   |

Achieved.


## 8. To maximise profitability

|   |   |         |   |   |
|---|---|---------|---|---|
|  |  | BC 15   | Total cost of providing service per head of population not to exceed budget |  |
| <b>Current Value</b>  | 0.77  | 2015/16 | <b>Current Target</b> 0.78  |   |

Achieved.

|   |   |         |   |   |
|---|---|---------|---|---|
|  |  | BC 16   | Total cost to each Council not to exceed budget |  |
| <b>Current Value</b>  | £59582  | 2015/16 | <b>Current Target</b> £59582                    |   |

Achieved with slight surplus carried over into reserves.

|                      |   |       |  |                           |  |   |
|----------------------|---|-------|--|---------------------------|--|---|
| ✓                    | ↓ | BC 18 | % of fee earning applications/notifications submitted electronically |                           |  |  |
| <b>Current Value</b> |   | 51%   | Q2 2016/17   | <b>Current Target</b> 50% |  |   |
|                      |   |       |  |                           |  |   |