







NYBCP Service Delivery Plan


Generated on: 12 June 2018







1. To encourage quality sustainable enterprise and employment




✓	↓	BC 2	% of Building Notices accepted in 2 working days			
Current Value	98%	2017/18	Current Target	93%		
✓	▬	BC 4	% Full Plans applications approved first time.			
Current Value	93%	2017/18	Current Target	90%		
✓	↑	BC 5	% Site Inspections undertaken on day of notification			
Current Value	99.2%	2017/18	Current Target	98.0%		
✓	↓	BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection			
Current Value	97%	2017/18	Current Target	90%		
✓	↑	BC 7	An average of 7 inspections undertaken per development.			
Current Value	7.8	2017/18	Current Target	7.0		
✓	▬	BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure			

Current Value	100%	2017/18	Current Target	95%	
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			BC 3	% Full Plans approved within statutory time period 2 months		
Current Value		99.8%	2017/18	Current Target	100.0%	



		BC 1	% Check full plan applications within 10 working days			
Current Value	71%	2017/18	Current Target	90%		

		BC 11	% of Market Share within Schedule 2 & 3 Domestic and Commercial Developments			
Current Value	57%	2017/18	Current Target	75%		







		BC 18	% of fee earning applications/notifications submitted electronically			
Current Value	44%	2017/18	Current Target	50%		

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)			
Current Value	22.50hrs	2017/18	Current Target	20.00hrs		




		BC 17	Number of days lost sickness absence per officer			
Current Value	5.92	2017/18	Current Target	5		

3. To promote health provision




		BC 2	% of Building Notices accepted in 2 working days			
Current Value		98%	2017/18	Current Target	93%	
		BC 5	% Site Inspections undertaken on day of notification			
Current Value		99.2%	2017/18	Current Target	98.0%	
		BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection			
Current Value		97%	2017/18	Current Target	90%	
		BC 7	An average of 7 inspections undertaken per development.			
Current Value		7.8	2017/18	Current Target	7.0	
		BC 8	Dangerous structures inspected within 2 hours.			
Current Value		95%	2017/18	Current Target	85%	
		BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure			
Current Value		100%	2017/18	Current Target	95%	
		BC 3	% Full Plans approved within statutory time period 2 months			
Current Value		99.8%	2017/18	Current Target	100.0%	
		BC 1	% Check full plan applications within 10 working days			




Current Value	71%	2017/18	Current Target	90%	
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4. To protect environmental quality and safety by promoting green issues

		BC 5	% Site Inspections undertaken on day of notification			
Current Value		99.2%	2017/18	Current Target	98.0%	




		BC 7	An average of 7 inspections undertaken per development.			
Current Value		7.8	2017/18	Current Target	7.0	




		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)			
Current Value		22.50hrs	2017/18	Current Target	20.00hrs	




		BC 1	% Check full plan applications within 10 working days		
Current Value		71%	2017/18	Current Target	90%

		BC 18	% of fee earning applications/notifications submitted electronically			
Current Value		44%	2017/18	Current Target	50%	




5. To promote community safety


		BC 7	An average of 7 inspections undertaken per development.			
Current Value		7.8	2017/18	Current Target	7.0	

		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)			
Current Value		22.50hrs	2017/18	Current Target	20.00hrs	




		BC 1	% Check full plan applications within 10 working days			
Current Value		71%	2017/18	Current Target	90%	




6. To provide suitable, quality and affordable housing




		BC 5	% Site Inspections undertaken on day of notification			
Current Value		99.2%	2017/18	Current Target	98.0%	




		BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection			
Current Value		97%	2017/18	Current Target	90%	




		BC 7	An average of 7 inspections undertaken per development.			
Current Value		7.8	2017/18	Current Target	7.0	

		BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure			
Current Value		100%	2017/18	Current Target	95%	




		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)			
Current Value		22.50hrs	2017/18	Current Target	20.00hrs	

		BC 3	% Full Plans approved within statutory time period 2 months			
Current Value	99.8%	2017/18	Current Target	100.0%		




		BC 1	% Check full plan applications within 10 working days			
Current Value	71%	2017/18	Current Target	90%		




		BC 10	% of Market Share within Schedule 1			
Current Value	16%	2017/18	Current Target	60%		




7. To provide for vulnerable residents

		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)			
Current Value	22.50hrs	2017/18	Current Target	20.00hrs		

8. To maximise profitability

		BC 15	Total cost of providing service per head of population not to exceed budget			
Current Value	0.8	2017/18	Current Target	0.8		

		BC 16	Total cost to each Council not to exceed budget			
Current Value	£61199	2017/18	Current Target	£61199		

		BC 18	% of fee earning applications/notifications submitted electronically			
Current Value	44%	2017/18	Current Target	50%		

