































NYBCP Service Delivery Plan

Generated on: 25 February 2020









1. To encourage quality sustainable enterprise and employment






















		BC 3	% Full Plans approved within statutory time period 2 months			
Current Value		100.0%	December 2019	Current Target	100.0%	
		BC 5	% Site Inspections undertaken on day of notification			
Current Value		98.0%	Q3 2019/20	Current Target	98.0%	
		BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection			
Current Value		98%	2018/19	Current Target	95%	
		BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure			
Current Value		100%	December 2019	Current Target	95%	
		BC 7	An average of 7 inspections undertaken per development.			
Current Value		8.4	2018/19	Current Target	7.0	

		BC 11	% of Market Share within Schedule 2 & 3 Domestic and Commercial Developments			
Current Value		56%	2018/19	Current Target	60%	
This figure does include reversion applications. If these are taken out of the figures the result is 59%.						
		BC 1	% Check full plan applications within 10 working days			
Current Value		69%	Q3 2019/20	Current Target	90%	
		BC 2	% of Building Notices accepted in 2 working days			
Current Value		90%	December 2019	Current Target	95%	
		BC 4	% Full Plans applications approved first time.			
Current Value		84%	December 2019	Current Target	92%	
		BC 18	% of fee earning applications/notifications submitted electronically			
Current Value		22%	Q3 2019/20	Current Target	52%	
Only 57 applications were submitted by the BC Planning Portal and 45 applications were submitted via iApply (Total = 102 application submitted via an on-line system). iApply was closed down at the end of October by iDox which was the main on-line application platform. NYBCP are currently working with iDox to try to establish a new on-line application system. Most of the other applications are deposited via email with very few being sent as paper copies.						

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		22.00hrs	2018/19	Current Target	20.00hrs	
		BC 17	Number of days lost sickness absence per officer			
Current Value		1.17	Q3 2019/20	Current Target	1.25	




3. To promote health provision

		BC 3	% Full Plans approved within statutory time period 2 months			
Current Value	100.0%	December 2019	Current Target	100.0%		
		BC 5	% Site Inspections undertaken on day of notification			
Current Value	98.0%	Q3 2019/20	Current Target	98.0%		
		BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection			
Current Value	98%	2018/19	Current Target	95%		
		BC 8	Dangerous structures inspected within 2 hours.			
Current Value	95%	2018/19	Current Target	90%		
		BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure			
Current Value	100%	December 2019	Current Target	95%		
		BC 7	An average of 7 inspections undertaken per development.			
Current Value	8.4	2018/19	Current Target	7.0		
		BC 1	% Check full plan applications within 10 working days			
Current Value	69%	Q3 2019/20	Current Target	90%		




		BC 2	% of Building Notices accepted in 2 working days			
Current Value		90%	December 2019	Current Target	95%	




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

		BC 5	% Site Inspections undertaken on day of notification			
Current Value		98.0%	Q3 2019/20	Current Target	98.0%	




		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)			
Current Value		22.00hrs	2018/19	Current Target	20.00hrs	

		BC 7	An average of 7 inspections undertaken per development.			
Current Value		8.4	2018/19	Current Target	7.0	



		BC 1	% Check full plan applications within 10 working days			
Current Value		69%	Q3 2019/20	Current Target	90%	

		BC 18	% of fee earning applications/notifications submitted electronically			
Current Value		22%	Q3 2019/20	Current Target	52%	




Only 57 applications were submitted by the BC Planning Portal and 45 applications were submitted via iApply (Total = 102 application submitted via an on-line system). iApply was closed down at the end of October by iDox which was the main on-line application platform. NYBCP are currently working with iDox to try to establish a new on-line application system. Most of the other applications are deposited via email with very few being sent as paper copies.




		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)			
Current Value		22.00hrs	2018/19	Current Target	20.00hrs	




		BC 7	An average of 7 inspections undertaken per development.			
Current Value		8.4	2018/19	Current Target	7.0	

		BC 1	% Check full plan applications within 10 working days			
Current Value		69%	Q3 2019/20	Current Target	90%	



6. To provide suitable, quality and affordable housing


		BC 3	% Full Plans approved within statutory time period 2 months			
Current Value		100.0%	December 2019	Current Target	100.0%	


		BC 5	% Site Inspections undertaken on day of notification			
Current Value		98.0%	Q3 2019/20	Current Target	98.0%	




		BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection			
Current Value		98%	2018/19	Current Target	95%	

		BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure			
Current Value		100%	December 2019	Current Target	95%	




		BC 10	% of Market Share within Schedule 1	
Current Value	52%	2018/19	Current Target	40%
This figure does include reversion applications. If these are taken out of the figure the result is 33%.				

		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)			
Current Value		22.00hrs	2018/19	Current Target	20.00hrs	




		BC 7	An average of 7 inspections undertaken per development.			
Current Value		8.4	2018/19	Current Target	7.0	

		BC 1	% Check full plan applications within 10 working days			
Current Value		69%	Q3 2019/20	Current Target	90%	

7. To provide for vulnerable residents

		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)			
Current Value		22.00hrs	2018/19	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		0.78	2018/19	Current Target	0.88

Total income received from partner authorities = £338,240
Pay back to partner authorities = £38,744
Population = 385,100.

Value = £338,240 - £38744= £299,496/385,100 = £0.78
Target = £338,240/385,100 = £0.88.

Target = £338,240/385,100 = £0.88.

		BC 16	Total cost to each Council not to exceed budget		
Current Value		£59899	2018/19	Current Target £67648	
$£288,744.49 - £250,000 = £38,744.49/5 = £7,748.90.$					

		BC 18	% of fee earning applications/notifications submitted electronically			
Current Value		22%	Q3 2019/20	Current Target	52%	

Only 57 applications were submitted by the BC Planning Portal and 45 applications were submitted via iApply (Total = 102 application submitted via an on-line system). iApply was closed down at the end of October by iDox which was the main on-line application platform. NYBCP are currently working with iDox to try to establish a new on-line application system. Most of the other applications are deposited via email with very few being sent as paper copies.

iApply was closed down at the end of October by iDox which was the main on-line application platform. NYBCP are currently working with iDox to try to establish a new on-line application system. Most of the other applications are deposited via email with very few being sent as paper copies.