

NYBCP Service Delivery Plan

Generated on: 09 February 2018



All data calculated up to end of 31 December 2017

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%	
Achieved.					
		BC 3	% Full Plans approved within statutory time period 2 months		
Current Value	100.0%	2017/18	Current Target	100.0%	
		BC 4	% Full Plans applications approved first time.		
Current Value	90%	2017/18	Current Target	90%	
		BC 5	% Site Inspections undertaken on day of notification		
Current Value	99.0%	2017/18	Current Target	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		
Current Value	97%	2017/18	Current Target	90%	

		BC 7	An average of 7 inspections undertaken per development.	
Current Value	7.9	2017/18	Current Target 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	
Current Value	100%	2017/18	Current Target 95%	
Achieved.				

		BC 18	% of fee earning applications/notifications submitted electronically	
Current Value	47%	2017/18	Current Target 50%	

		BC 1	% Check full plan applications within 10 working days	
Current Value	68%	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%	

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

		BC 17	Number of days lost sickness absence per officer	
Current Value	1.63	2017/18	Current Target 5	
Achieved.				




		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)	
Current Value	17.50hrs	2017/18	Current Target 20.00hrs	




3. To promote health provision




		BC 8	Dangerous structures inspected within 2 hours.	
Current Value		2017/18	Current Target 85%	
Achieved.				
		BC 2	% of Building Notices accepted in 2 working days	
Current Value	98%	2017/18	Current Target 93%	
Achieved.				
		BC 3	% Full Plans approved within statutory time period 2 months	
Current Value	100.0%	2017/18	Current Target 100.0%	
Achieved.				
		BC 5	% Site Inspections undertaken on day of notification	
Current Value	99.0%	2017/18	Current Target 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	
Current Value	97%	2017/18	Current Target 90%	
Achieved.				
		BC 7	An average of 7 inspections undertaken per development.	
Current Value	7.9	2017/18	Current Target 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	
Current Value	100%	2017/18	Current Target 95%	
Achieved.				

		BC 1	% Check full plan applications within 10 working days		
Current Value	68%	2017/18	Current Target	90%	
Achieved.					




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

		BC 5	% Site Inspections undertaken on day of notification		
Current Value	99.0%	2017/18	Current Target	98.0%	
Consistent high level of achievement with reduced staff and larger geographical area.					




		BC 7	An average of 7 inspections undertaken per development.		
Current Value	7.9	2017/18	Current Target	7.0	
Target consistently exceeded and acknowledged by customers as an area of work where their expectation levels are high.					

		BC 18	% of fee earning applications/notifications submitted electronically		
Current Value	47%	2017/18	Current Target	50%	

		BC 1	% Check full plan applications within 10 working days		
Current Value	68%	2017/18	Current Target	90%	




		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)		
Current Value	17.50hrs	2017/18	Current Target	20.00hrs	

5. To promote community safety


		BC 7	An average of 7 inspections undertaken per development.		
Current Value	7.9	2017/18	Current Target	7.0	




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




		BC 1	% Check full plan applications within 10 working days		
Current Value	68%	2017/18	Current Target	90%	




		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)		
Current Value	17.50hrs	2017/18	Current Target	20.00hrs	

6. To provide suitable, quality and affordable housing


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

		BC 5	% Site Inspections undertaken on day of notification		
Current Value	99.0%	2017/18	Current Target	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		
Current Value	97%	2017/18	Current Target	90%	

		BC 7	An average of 7 inspections undertaken per development.		
Current Value	7.9	2017/18	Current Target	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		
Current Value	100%	2017/18	Current Target	95%	

		BC 1	% Check full plan applications within 10 working days		
Current Value	68%	2017/18	Current Target	90%	




		BC 10	% of Market Share within Schedule 1		
Current Value	13%	2017/18	Current Target	60%	
Failed to achieve target.					

		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)		
Current Value	17.50hrs	2017/18	Current Target	20.00hrs	




7. To provide for vulnerable residents

		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)		
Current Value	17.50hrs	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		2017/18	Current Target		

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

		BC 18	% of fee earning applications/notifications submitted electronically			
Current Value	47%	2017/18	Current Target	50%		