




# NYBCP Service Delivery Plan




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1. To encourage quality sustainable enterprise and employment					
		BC 2	% of Building Notices accepted in 2 working days		
<b>Current Value</b>	95%	December 2018	<b>Current Target</b>	95%	
		BC 3	% Full Plans approved within statutory time period 2 months		
<b>Current Value</b>	100.0%	December 2018	<b>Current Target</b>	100.0%	
		BC 5	% Site Inspections undertaken on day of notification		
<b>Current Value</b>	99.0%	Q3 2018/19	<b>Current Target</b>	98.0%	
		BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection		
<b>Current Value</b>	98%	2018/19	<b>Current Target</b>	90%	
		BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure		
<b>Current Value</b>	100%	December 2018	<b>Current Target</b>	100%	
		BC 7	An average of 7 inspections undertaken per development.		
<b>Current Value</b>	8.4	2018/19	<b>Current Target</b>	7.0	




		BC 18	% of fee earning applications/notifications submitted electronically	
<b>Current Value</b>	47%	Q3 2018/19	<b>Current Target</b> 50%	




		BC 1	% Check full plan applications within 10 working days	
<b>Current Value</b>	72%	Q3 2018/19	<b>Current Target</b> 90%	

		BC 4	% Full Plans applications approved first time.	
<b>Current Value</b>	83%	December 2018	<b>Current Target</b> 92%	

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



















## 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>	22.50hrs	2017/18	<b>Current Target</b> 20.00hrs	




		BC 17	Number of days lost sickness absence per officer	
<b>Current Value</b>	0.87	Q3 2018/19	<b>Current Target</b> 1.25	




## 3. To promote health provision

		BC 2	% of Building Notices accepted in 2 working days	
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<b>Current Value</b>	95%	December 2018	<b>Current Target</b>	95%	
		BC 3	% Full Plans approved within statutory time period 2 months		
<b>Current Value</b>	100.0%	December 2018	<b>Current Target</b>	100.0%	
		BC 5	% Site Inspections undertaken on day of notification		
<b>Current Value</b>	99.0%	Q3 2018/19	<b>Current Target</b>	98.0%	
		BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection		
<b>Current Value</b>	98%	2018/19	<b>Current Target</b>	90%	
		BC 8	Dangerous structures inspected within 2 hours.		
<b>Current Value</b>	95%	2017/18	<b>Current Target</b>	85%	
		BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure		
<b>Current Value</b>	100%	December 2018	<b>Current Target</b>	100%	
		BC 7	An average of 7 inspections undertaken per development.		
<b>Current Value</b>	8.4	2018/19	<b>Current Target</b>	7.0	
		BC 1	% Check full plan applications within 10 working days		
<b>Current Value</b>	72%	Q3 2018/19	<b>Current Target</b>	90%	

#### 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%	Q3 2018/19	<b>Current Target</b> 98.0%	




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

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

		BC 18	% of fee earning applications/notifications submitted electronically	
<b>Current Value</b>	47%	Q3 2018/19	<b>Current Target</b> 50%	

		BC 1	% Check full plan applications within 10 working days	
<b>Current Value</b>	72%	Q3 2018/19	<b>Current Target</b> 90%	

#### 5. To promote community safety

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




		BC 7	An average of 7 inspections undertaken per development.	
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<b>Current Value</b>	8.4	2018/19	<b>Current Target</b>	7.0	
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		BC 1	% Check full plan applications within 10 working days		
<b>Current Value</b>	72%	Q3 2018/19	<b>Current Target</b>	90%	




## 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%	December 2018	<b>Current Target</b>	100.0%	

		BC 5	% Site Inspections undertaken on day of notification		
<b>Current Value</b>	99.0%	Q3 2018/19	<b>Current Target</b>	98.0%	

		BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection		
<b>Current Value</b>	98%	2018/19	<b>Current Target</b>	90%	




		BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure		
<b>Current Value</b>	100%	December 2018	<b>Current Target</b>	100%	

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




		BC 7	An average of 7 inspections undertaken per development.		
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<b>Current Value</b>	8.4	2018/19	<b>Current Target</b>	7.0	
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		BC 1	% Check full plan applications within 10 working days			
<b>Current Value</b>	72%	Q3 2018/19	<b>Current Target</b>	90%		




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




## 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>	22.50hrs	2017/18	<b>Current Target</b>	20.00hrs		

## 8. To maximise profitability

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

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

		BC 18	% of fee earning applications/notifications submitted electronically			
<b>Current Value</b>	47%	Q3 2018/19	<b>Current Target</b>	50%		

