

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		
Current Value	97%	2019/20	Current Target	95%	
		BC 5	% Site Inspections undertaken on day of notification		
Current Value	99.0%	2019/20	Current Target	98.0%	
		BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection		
Current Value	98%	2019/20	Current Target	95%	
		BC 7	An average of 7 inspections undertaken per development.		
Current Value	7.7	2019/20	Current Target	7.0	
		BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure		
Current Value	100%	2019/20	Current Target	95%	
		BC 11	% of Market Share within Schedule 2 & 3 Domestic and Commercial Developments		

Current Value	60%	2019/20	Current Target	60%	
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		BC 3	% Full Plans approved within statutory time period 2 months		
Current Value	99.5%	2019/20	Current Target	100.0%	




		BC 4	% Full Plans applications approved first time.		
Current Value	88%	2019/20	Current Target	92%	

		BC 1	% Check full plan applications within 10 working days		
Current Value	62%	2019/20	Current Target	90%	






















		BC 18	% of fee earning applications/notifications submitted electronically		
Current Value	35%	2019/20	Current Target	52%	

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	21.50hrs	2019/20	Current Target	20.00hrs	




		BC 17	Number of days lost sickness absence per officer		
Current Value	4.7	2019/20	Current Target	5	

3. To promote health provision




		BC 2	% of Building Notices accepted in 2 working days		
Current Value	97%	2019/20	Current Target	95%	
		BC 5	% Site Inspections undertaken on day of notification		
Current Value	99.0%	2019/20	Current Target	98.0%	
		BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection		
Current Value	98%	2019/20	Current Target	95%	
		BC 7	An average of 7 inspections undertaken per development.		
Current Value	7.7	2019/20	Current Target	7.0	
		BC 8	Dangerous structures inspected within 2 hours.		
Current Value	96%	2019/20	Current Target	90%	
		BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure		
Current Value	100%	2019/20	Current Target	95%	
		BC 3	% Full Plans approved within statutory time period 2 months		
Current Value	99.5%	2019/20	Current Target	100.0%	


		BC 1	% Check full plan applications within 10 working days		
Current Value	62%	2019/20	Current Target	90%	




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

		BC 5	% Site Inspections undertaken on day of notification		
Current Value	99.0%	2019/20	Current Target	98.0%	




		BC 7	An average of 7 inspections undertaken per development.		
Current Value	7.7	2019/20	Current Target	7.0	




		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)		
Current Value	21.50hrs	2019/20	Current Target	20.00hrs	

		BC 1	% Check full plan applications within 10 working days		
Current Value	62%	2019/20	Current Target	90%	

		BC 18	% of fee earning applications/notifications submitted electronically		
Current Value	35%	2019/20	Current Target	52%	




5. To promote community safety


		BC 7	An average of 7 inspections undertaken per development.		
Current Value	7.7	2019/20	Current Target	7.0	

		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)	
Current Value	21.50hrs	2019/20	Current Target 20.00hrs	




		BC 1	% Check full plan applications within 10 working days	
Current Value	62%	2019/20	Current Target 90%	




6. To provide suitable, quality and affordable housing




		BC 5	% Site Inspections undertaken on day of notification	
Current Value	99.0%	2019/20	Current Target 98.0%	




		BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection	
Current Value	98%	2019/20	Current Target 95%	




		BC 7	An average of 7 inspections undertaken per development.	
Current Value	7.7	2019/20	Current Target 7.0	

		BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure	
Current Value	100%	2019/20	Current Target 95%	




		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)	
Current Value	21.50hrs	2019/20	Current Target 20.00hrs	

		BC 3	% Full Plans approved within statutory time period 2 months		
Current Value	99.5%	2019/20	Current Target	100.0%	




		BC 1	% Check full plan applications within 10 working days		
Current Value	62%	2019/20	Current Target	90%	

		BC 10	% of Market Share within Schedule 1		
Current Value	18%	2019/20	Current Target	40%	

7. To provide for vulnerable residents

		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)		
Current Value	21.50hrs	2019/20	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	0.53	2019/20	Current Target	0.89	

Total income received from partner authorities = £343,740
 Pay back to partner authorities = £140,000
 Population = 385,100.
 Value = £343,740 - £140,000 = £203,740 / 385,100 = £0.53
 Target = £343,740 / 385,100 = £0.89.

		BC 16	Total cost to each Council not to exceed budget		
Current Value	£40748	2019/20	Current Target	£68748	

Target = £343,740/5 = £68,748 per authority.
Actual = (£343,740-£140,000)/5 = £40,748 per authority.

		BC 18	% of fee earning applications/notifications submitted electronically		
Current Value	35%	2019/20	Current Target	52%	