

NYBCP Service Delivery Plan

Generated on: 28 October 2020






1. To encourage quality sustainable enterprise and employment

		BC 2	% of Building Notices accepted in 2 working days		
Current Value	96%	Q2 2020/21	Current Target	95%	




		BC 5	% Site Inspections undertaken on day of notification		
Current Value	99.0%	Q2 2020/21	Current Target	98.0%	




		BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection		
Current Value	96%	Q2 2020/21	Current Target	95%	




		BC 7	An average of 7 inspections undertaken per development.		
Current Value	5.8	2020/21	Current Target	7.0	




		BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure		
Current Value	100%	Q2 2020/21	Current Target	95%	

		BC 11	% of Market Share within Schedule 2 & 3 Domestic and Commercial Developments		
Current Value	63%	2020/21	Current Target	60%	




		BC 1	% Check full plan applications within 10 working days		
Current Value	78%	Q2 2020/21	Current Target	90%	




		BC 3	% Full Plans approved within statutory time period 2 months		
Current Value	98.3%	Q2 2020/21	Current Target	100.0%	

		BC 4	% Full Plans applications approved first time.		
Current Value	84%	Q2 2020/21	Current Target	92%	




		BC 18	% of fee earning applications/notifications submitted electronically		
Current Value	14%	Q2 2020/21	Current Target	52%	
78 Planning portal applications out of 457 total number of applications received.					




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




		BC 17	Number of days lost sickness absence per officer	
Current Value	0.04	Q2 2020/21	Current Target 1.25	




		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)	
Current Value	15.00hrs	2020/21	Current Target 20.00hrs	
Increased NYCC E-learning due to Covid-19 situation.				

3. To promote health provision



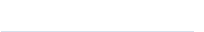
		BC 8	Dangerous structures inspected within 2 hours.	
Current Value	96%	2019/20	Current Target 90%	


		BC 2	% of Building Notices accepted in 2 working days	
Current Value	96%	Q2 2020/21	Current Target 95%	




		BC 5	% Site Inspections undertaken on day of notification	
Current Value	99.0%	Q2 2020/21	Current Target 98.0%	

		BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection			
Current Value	96%	Q2 2020/21	Current Target	95%		




		BC 7	An average of 7 inspections undertaken per development.			
Current Value	5.8	2020/21	Current Target	7.0		

		BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure			
Current Value	100%	Q2 2020/21	Current Target	95%		

		BC 1	% Check full plan applications within 10 working days			
Current Value	78%	Q2 2020/21	Current Target	90%		

		BC 3	% Full Plans approved within statutory time period 2 months			
Current Value	98.3%	Q2 2020/21	Current Target	100.0%		




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




		BC 5	% Site Inspections undertaken on day of notification			
Current Value	99.0%	Q2 2020/21	Current Target	98.0%		

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		BC 7	An average of 7 inspections undertaken per development.		
Current Value	5.8	2020/21	Current Target	7.0	




		BC 1	% Check full plan applications within 10 working days		
Current Value	78%	Q2 2020/21	Current Target	90%	




		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)		
Current Value	15.00hrs	2020/21	Current Target	20.00hrs	
Increased NYCC E-learning due to Covid-19 situation.					

		BC 18	% of fee earning applications/notifications submitted electronically		
Current Value	14%	Q2 2020/21	Current Target	52%	
78 Planning portal applications out of 457 total number of applications received.					




5. To promote community safety



		BC 7	An average of 7 inspections undertaken per development.		
Current Value	5.8	2020/21	Current Target	7.0	

		BC 1	% Check full plan applications within 10 working days		
Current Value	78%	Q2 2020/21	Current Target	90%	

		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)		
Current Value	15.00hrs	2020/21	Current Target	20.00hrs	
Increased NYCC E-learning due to Covid-19 situation.					

6. To provide suitable, quality and affordable housing


		BC 5	% Site Inspections undertaken on day of notification		
Current Value	99.0%	Q2 2020/21	Current Target	98.0%	

		BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection		
Current Value	96%	Q2 2020/21	Current Target	95%	




		BC 7	An average of 7 inspections undertaken per development.		
Current Value	5.8	2020/21	Current Target	7.0	




		BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure		
Current Value	100%	Q2 2020/21	Current Target	95%	

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		BC 10	% of Market Share within Schedule 1		
Current Value	53%	2020/21	Current Target	40%	

		BC 1	% Check full plan applications within 10 working days		
Current Value	78%	Q2 2020/21	Current Target	90%	




		BC 3	% Full Plans approved within statutory time period 2 months		
Current Value	98.3%	Q2 2020/21	Current Target	100.0%	




		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)		
Current Value	15.00hrs	2020/21	Current Target	20.00hrs	
Increased NYCC E-learning due to Covid-19 situation.					




7. To provide for vulnerable residents

		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)		
Current Value	15.00hrs	2020/21	Current Target	20.00hrs	
Increased NYCC E-learning due to Covid-19 situation.					

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	
<p>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.</p>					

		BC 16	Total cost to each Council not to exceed budget		
Current Value	£40,748	2019/20	Current Target	£68,748	
<p>Target = £343,740/5 = £68,748 per authority. Actual = (£343,740-£140,000)/5 = £40,748 per authority.</p>					

		BC 18	% of fee earning applications/notifications submitted electronically		
Current Value	14%	Q2 2020/21	Current Target	52%	
<p>78 Planning portal applications out of 457 total number of applications received.</p>					