



# 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>	97%	2020/21	<b>Current Target</b>	95%	
		BC 5	% Site Inspections undertaken on day of notification		
<b>Current Value</b>	99.0%	2020/21	<b>Current Target</b>	98.0%	
		BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection		
<b>Current Value</b>	96%	2020/21	<b>Current Target</b>	95%	
		BC 7	An average of 7 inspections undertaken per development.		
<b>Current Value</b>	6.3	2020/21	<b>Current Target</b>	7.0	
		BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure		
<b>Current Value</b>	100%	2020/21	<b>Current Target</b>	95%	




		BC 11	% of Market Share within Schedule 2 & 3 Domestic and Commercial Developments		
<b>Current Value</b>	62%	2020/21	<b>Current Target</b>	60%	

		BC 1A	% Check full plan applications within 15 working days		
<b>Current Value</b>	91%	2020/21	<b>Current Target</b>	95%	




		BC 1	% Check full plan applications within 10 working days		
<b>Current Value</b>	68%	2020/21	<b>Current Target</b>	90%	




		BC 3	% Full Plans approved within statutory time period 2 months		
<b>Current Value</b>	99.0%	2020/21	<b>Current Target</b>	100.0%	

		BC 4	% Full Plans applications approved first time.		
<b>Current Value</b>	87%	2020/21	<b>Current Target</b>	92%	

		BC 18	% of fee earning applications/notifications submitted electronically		
<b>Current Value</b>	22%	2020/21	<b>Current Target</b>	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)		
<b>Current Value</b>	25.00hrs	2020/21	<b>Current Target</b>	20.00hrs	
Increased NYCC E-learning due to Covid-19 situation.					

		BC 17	Number of days lost sickness absence per officer	
<b>Current Value</b>	1.11	2020/21	<b>Current Target</b> 5	




### 3. To promote health provision

		BC 2	% of Building Notices accepted in 2 working days	
<b>Current Value</b>	97%	2020/21	<b>Current Target</b> 95%	










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

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













		BC 7	An average of 7 inspections undertaken per development.	
<b>Current Value</b>	6.3	2020/21	<b>Current Target</b> 7.0	

		BC 8	Dangerous structures inspected within 2 hours.	
<b>Current Value</b>	97%	2020/21	<b>Current Target</b> 90%	



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




		BC 1A	% Check full plan applications within 15 working days			
<b>Current Value</b>	91%	2020/21	<b>Current Target</b>	95%		
		BC 1	% Check full plan applications within 10 working days			
<b>Current Value</b>	68%	2020/21	<b>Current Target</b>	90%		
		BC 3	% Full Plans approved within statutory time period 2 months			
<b>Current Value</b>	99.0%	2020/21	<b>Current Target</b>	100.0%		

#### 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%	2020/21	<b>Current Target</b>	98.0%		
		BC 7	An average of 7 inspections undertaken per development.			
<b>Current Value</b>	6.3	2020/21	<b>Current Target</b>	7.0		
		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)			
<b>Current Value</b>	25.00hrs	2020/21	<b>Current Target</b>	20.00hrs		
Increased NYCC E-learning due to Covid-19 situation.						
		BC 1A	% Check full plan applications within 15 working days			




<b>Current Value</b>	91%	2020/21	<b>Current Target</b>	95%	
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		BC 1	% Check full plan applications within 10 working days		
<b>Current Value</b>	68%	2020/21	<b>Current Target</b>	90%	




		BC 18	% of fee earning applications/notifications submitted electronically		
<b>Current Value</b>	22%	2020/21	<b>Current Target</b>	52%	

## 5. To promote community safety






















		BC 7	An average of 7 inspections undertaken per development.		
<b>Current Value</b>	6.3	2020/21	<b>Current Target</b>	7.0	

		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)		
<b>Current Value</b>	25.00hrs	2020/21	<b>Current Target</b>	20.00hrs	
Increased NYCC E-learning due to Covid-19 situation.					

		BC 1A	% Check full plan applications within 15 working days		
<b>Current Value</b>	91%	2020/21	<b>Current Target</b>	95%	

		BC 1	% Check full plan applications within 10 working days		
<b>Current Value</b>	68%	2020/21	<b>Current Target</b>	90%	




## 6. To provide suitable, quality and affordable housing

		BC 5	% Site Inspections undertaken on day of notification	
<b>Current Value</b>	99.0%	2020/21	<b>Current Target</b> 98.0%	
		BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection	
<b>Current Value</b>	96%	2020/21	<b>Current Target</b> 95%	
		BC 7	An average of 7 inspections undertaken per development.	
<b>Current Value</b>	6.3	2020/21	<b>Current Target</b> 7.0	
		BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure	
<b>Current Value</b>	100%	2020/21	<b>Current Target</b> 95%	
		BC 10	% of Market Share within Schedule 1	
<b>Current Value</b>	38%	2020/21	<b>Current Target</b> 40%	
		BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)	
<b>Current Value</b>	25.00hrs	2020/21	<b>Current Target</b> 20.00hrs	
Increased NYCC E-learning due to Covid-19 situation.				
		BC 1A	% Check full plan applications within 15 working days	
<b>Current Value</b>	91%	2020/21	<b>Current Target</b> 95%	




		BC 1	% Check full plan applications within 10 working days	
<b>Current Value</b>	68%	2020/21	<b>Current Target</b> 90%	



		BC 3	% Full Plans approved within statutory time period 2 months	
<b>Current Value</b>	99.0%	2020/21	<b>Current Target</b> 100.0%	


## 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>	25.00hrs	2020/21	<b>Current Target</b> 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	
<b>Current Value</b>	0.38	2020/21	<b>Current Target</b> 0.91	
<p>Total income received from partner authorities = £350,640          Pay back to partner authorities = £203,000          Population = 385,100.          Value = £350,640 - £203,000 = £147,640/385,100 = £0.38          Target = £350,640/385,100 = £0.91.</p>				

		BC 16	Total cost to each Council not to exceed budget	
<b>Current Value</b>	£29528	2020/21	<b>Current Target</b> £70128	
<p>Target = £350,640/5 = £70,128 per authority.          Actual = (£350,640-£203,000)/5 = £29,528 per authority.</p>				

		BC 18	% of fee earning applications/notifications submitted electronically	
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<b>Current Value</b>	22%	2020/21	<b>Current Target</b>	52%	