## **NYBCP Service Delivery Plan**

Generated on: 20 October 2022



1. To enco	urage qua	lity sustainable	e enterprise a	and employr	nent	
<b>O</b>	BC 2	% of Building No	tices accepted in 2 w	orking days		
Current Value	96%	Q2 2022/23	<b>Current Target</b>	95%		
	BC 5	% Site Inspection	ns undertaken on day	of notification		
Current Value	99.0%	Q2 2022/23	Current Target	98.0%		
	BC 6	% Completion C	ertifications issued wi	thin 5 days of notifie	d satisfactory inspection	
Current Value	99%	Q2 2022/23	Current Target	95%		-
	BC 7	An average of 7	inspections undertak	en per development		
Current Value	7.2	Q2 2022/23	Current Target	7.0		
	BC 9	Response Rate	to complaints in acco	rdance with the Part	nership's Complaints Procedure	
Current Value	100%	Q2 2022/23	Current Target	95%		
I						

	BC 11	% of Market Share within Schedule 2 & 3 Domestic and Commercial Developments
Current Value	60%	Q2 2022/23
Current value	0078	QZ Z0ZZ/ZS Current rarget 0076
	BC 3	% Full Plans approved within statutory time period 2 months
Current Value	99.6%	Q2 2022/23 Current Target 100.0%
	BC 1	% Check full plan applications within 10 working days
Current Value	28%	Q2 2022/23 Current Target 90%
	-	
	BC 1A	% Check full plan applications within 15 working days
Current Value	34%	Q2 2022/23
	BC 4	% Full Plans applications approved first time.
Current Value	85%	Q2 2022/23
	BC 18	% of fee earning applications/notifications submitted electronically
Current Value	28%	Q2 2022/23
2. To act a	ınd lead by e	example as a reputable employer
	BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)
Current Value	6.00hrs	Q2 2022/23 Current Target 5.00hrs

	BC 17	Number of days lost sickness absence per officer
Current Value	0.74	Q2 2022/23 Current Target 1.25
3. To promo	ote health pr	ovision
<b>⊘ </b>	BC 2	% of Building Notices accepted in 2 working days
Current Value	96%	Q2 2022/23
	BC 5	% Site Inspections undertaken on day of notification
Current Value	99.0%	Q2 2022/23 Current Target 98.0%
	BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection
Current Value	99%	Q2 2022/23
	BC 7	An average of 7 inspections undertaken per development.
Current Value	7.2	Q2 2022/23
Current value	1.2	QZ 2022/23 Current ranget 7.0
	BC 8	Dangerous structures inspected within 2 hours.
Current Value	99%	2021/22 Current Target 90%
	BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure
Current Value	100%	Q2 2022/23

	1	BC 3	% Full Plans approved within statutory time period 2 months
Current V	alue	99.6%	Q2 2022/23
	•	BC 1	% Check full plan applications within 10 working days
Current V	alue	28%	Q2 2022/23
Achieved.			
	•	BC 1A	% Check full plan applications within 15 working days
Current V	alue	34%	Q2 2022/23
4. To p	orotec	t environmeı	ntal quality and safety by promoting green issues
		BC 5	% Site Inspections undertaken on day of notification
Current V	alue	99.0%	Q2 2022/23
	1	BC 7	An average of 7 inspections undertaken per development.
Current V	alue	7.2	Q2 2022/23
		-	
	1	BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)
Current V	alue	6.00hrs	Q2 2022/23 Current Target 5.00hrs
	1	BC 1	% Check full plan applications within 10 working days
Current V	alue	28%	Q2 2022/23

BC 1A % Check full plan applications within 15 working days    Current Value								
BC 18 % of fee earning applications/notifications submitted electronically  Current Value 28% Q2 2022/23 Current Target 52%  5. To promote community safety  BC 7 An average of 7 inspections undertaken per development.  Current Value 7.2 Q2 2022/23 Current Target 7.0  BC 13 No. of hours CPD Training by professional staff every year (Annual Target 20hrs)  Current Value 6.00hrs Q2 2022/23 Current Target 5.00hrs  Current Value 6.00hrs Q2 2022/23 Current Target 90%  Achieved.  BC 1 % Check full plan applications within 10 working days  Current Value 28% Q2 2022/23 Current Target 90%  Achieved.  BC 1A % Check full plan applications within 15 working days  Current Value 34% Q2 2022/23 Current Target 95%  6. To provide suitable, quality and affordable housing		BC 1A	% Check full plan applications within 15 working days					
Current Value 28% Q2 2022/23 Current Target 52%  5. To promote community safety   An average of 7 inspections undertaken per development.  Current Value 7.2 Q2 2022/23 Current Target 7.0   BC 13 No. of hours CPD Training by professional staff every year (Annual Target 20hrs)  Current Value 5.00hrs Q2 2022/23 Current Target 5.00hrs  Current Value 28% Q2 2022/23 Current Target 90%  Achieved.  BC 1A % Check full plan applications within 15 working days  Current Value 34% Q2 2022/23 Current Target 95%  6. To provide suitable, quality and affordable housing	<b>Current Value</b>	34%	Q2 2022/23					
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BC 7 An average of 7 inspections undertaken per development.  Current Value 7.2 Q2 2022/23 Current Target 7.0  BC 13 No. of hours CPD Training by professional staff every year (Annual Target 20hrs)  Current Value 6.00hrs Q2 2022/23 Current Target 5.00hrs  BC 1 % Check full plan applications within 10 working days  Current Value 28% Q2 2022/23 Current Target 90%  Achieved.  BC 1A % Check full plan applications within 15 working days  Current Value 34% Q2 2022/23 Current Target 95%  6. To provide suitable, quality and affordable housing  BC 5 % Site Inspections undertaken on day of notification	Current Value	28%	Q2 2022/23					
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BC 13 No. of hours CPD Training by professional staff every year (Annual Target 20hrs)  Current Value 6.00hrs Q2 2022/23 Current Target 5.00hrs  BC 1 % Check full plan applications within 10 working days  Current Value 28% Q2 2022/23 Current Target 90%  Achieved.  BC 1A % Check full plan applications within 15 working days  Current Value 34% Q2 2022/23 Current Target 95%  6. To provide suitable, quality and affordable housing  BC 5 % Site Inspections undertaken on day of notification		BC 7	An average of 7 inspections undertaken per development.					
Current Value 6.00hrs Q2 2022/23 Current Target 5.00hrs  BC 1 % Check full plan applications within 10 working days  Current Value 28% Q2 2022/23 Current Target 90%  Achieved.  BC 1A % Check full plan applications within 15 working days  Current Value 34% Q2 2022/23 Current Target 95%  6. To provide suitable, quality and affordable housing  BC 5 % Site Inspections undertaken on day of notification	Current Value	7.2	Q2 2022/23					
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6. To provide suitable, quality and affordable housing  BC 5		BC 1A	% Check full plan applications within 15 working days					
BC 5 % Site Inspections undertaken on day of notification	Current Value	34%	Q2 2022/23					
BC 5 % Site Inspections undertaken on day of notification								
	6. To provid	6. To provide suitable, quality and affordable housing						
Current Value 00.0% 02.2022/23 Current Target 08.0%		BC 5	% Site Inspections undertaken on day of notification					
Surrent value 93.0 /0 QZ 2022/23 Guitent Target 90.0%	Current Value	99.0%	Q2 2022/23					

<b>O</b>	BC 6	% Completion Cert	tifications issued wit	ithin 5 days of notified satisfactory inspection
Current Value	99%	Q2 2022/23	Current Target	95%
	BC 7	An average of 7 ins	spections undertake	ten per development.
Current Value	7.2	Q2 2022/23	Current Target	7.0
	DC 0	Decrease Data to	lainta in	urden ee with the Deute and into Compleints Drose dure
<b>⊘</b> -	BC 9	Response Rate to		ordance with the Partnership's Complaints Procedure
Current Value	100%	Q2 2022/23	Current Target	95%
	BC 10	% of Market Share	within Schedule 1	
Current Value	67%	Q2 2022/23	Current Target	40%
	BC 13	No. of hours CPD	Training by professi	sional staff every year (Annual Target 20hrs)
urrent Value	6.00hrs	Q2 2022/23	Current Target	5.00hrs
	BC 3	9/ Full Plans appro	wod within statutory	y time period 2 months
Current Value	99.6%	Q2 2022/23	Current Target	100.0%
	BC 1	% Check full plan a	applications within 1	10 working days
urrent Value	28%	Q2 2022/23	Current Target	90%

	•	BC 1A	% Check full plan a	pplications within 1	5 working days	
Current	Value	34%	Q2 2022/23	Current Target	95%	
		-				

## 7. To provide for vulnerable residents

	1	BC 13	No. of hours CPD	Training by professi	onal staff every year (	Annual Target 20hrs)	
Current \	/alue	6.00hrs	Q2 2022/23	Current Target	5.00hrs		

## 8. To maximise profitability

	1	BC 15	Total cost of provid	ing service per head	d of population not to	exceed budget	
Current V	/alue	0.37	2021/22	Current Target	0.88		

Total income received from partner authorities = £355,000

Pay back to partner authorities = £208,307

Population = 401,727. (Based on 2020 figures)

Value = £355,000 - £208,307= £146,693/401,727 = £0.37

Target = £355,000/401,727 = £0.88.

	1	BC 16	Total cost to each Council not to exceed budget			
urrent \	rent Value £29338 2021/22 Current Target £71000					
		BC 18	% of fee earning applications/notifications submitted electronically			