




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	96%	Q2 2022/23	Current Target	95%		
		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	Current Target	95%		
		BC 7	An average of 7 inspections undertaken per development.			
Current Value	7.2	Q2 2022/23	Current Target	7.0		
		BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure			
Current Value	100%	Q2 2022/23	Current Target	95%		




		BC 11	% of Market Share within Schedule 2 & 3 Domestic and Commercial Developments			
Current Value	60%	Q2 2022/23	Current Target	60%		

		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	Current Target	95%		

		BC 4	% Full Plans applications approved first time.			
Current Value	85%	Q2 2022/23	Current Target	92%		




		BC 18	% of fee earning applications/notifications submitted electronically			
Current Value	28%	Q2 2022/23	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	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 promote health provision




		BC 2	% of Building Notices accepted in 2 working days	
Current Value	96%	Q2 2022/23	Current Target 95%	


		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	Current Target 95%	

		BC 7	An average of 7 inspections undertaken per development.	
Current Value	7.2	Q2 2022/23	Current Target 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	Current Target 95%	

		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%	
Achieved.				

		BC 1A	% Check full plan applications within 15 working days	
Current Value	34%	Q2 2022/23	Current Target 95%	

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 2022/23	Current Target 98.0%	

		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%	


		BC 1A	% Check full plan applications within 15 working days	
Current Value	34%	Q2 2022/23	Current Target 95%	

		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	




		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	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	Current Target 95%	
		BC 7	An average of 7 inspections undertaken per development.	
Current Value	7.2	Q2 2022/23	Current Target 7.0	
		BC 9	Response Rate to complaints in accordance 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 professional staff every year (Annual Target 20hrs)	
Current Value	6.00hrs	Q2 2022/23	Current Target 5.00hrs	
		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	Current Target	95%	




7. To provide for vulnerable residents

		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	

8. To maximise profitability

		BC 15	Total cost of providing service per head of population not to exceed budget		
Current Value	0.37	2021/22	Current Target	0.88	
<p>Total income received from partner authorities = £355,000</p> <p>Pay back to partner authorities = £208,307</p> <p>Population = 401,727. (Based on 2020 figures)</p> <p>Value = £355,000 - £208,307 = £146,693 / 401,727 = £0.37</p> <p>Target = £355,000 / 401,727 = £0.88.</p>					

		BC 16	Total cost to each Council not to exceed budget		
Current Value	£29338	2021/22	Current Target	£71000	

		BC 18	% of fee earning applications/notifications submitted electronically		
Current Value	28%	Q2 2022/23	Current Target	52%	

