## **NYBCP Service Delivery Plan**

Generated on: 02 March 2021



1. To er	ncou	rage quality	sustainable	enterprise a	and employme	ent				
	-	BC 2	% of Building Notice	of Building Notices accepted in 2 working days						
Current Val	lue	96%	Q3 2020/21	Current Target	95%					
	_	BC 5	% Site Inspections	undertaken on day	of notification					
Current Val	lue	99.0%	Q3 2020/21	Current Target	98.0%					
	1	BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection							
Current Val	lue	98%	Q3 2020/21	Current Target	95%					
	1	BC 7	An average of 7 ins	spections undertake	en per development.					
Current Val	lue	7.7	2019/20	Current Target	7.0					
		BC 9	Response Rate to	complaints in accor	dance with the Partne	ership's Comp	olaints Procedu	ıre		
Current Val	lue	100%	Q3 2020/21	Current Target	95%					1

	BC 11	% of Market Share within Schedule 2 & 3 Domestic and Commercial Developments
Current Value	60%	2019/20 Current Target 60%
This figure does inc	clude reversion applic	cations.
	BC 1	% Check full plan applications within 10 working days
Current Value	65%	Q3 2020/21
	BC 3	% Full Plans approved within statutory time period 2 months
Current Value	99.0%	Q3 2020/21
3 old applications a	re showing in the ent	terprise graphs that can be ignored.
	BC 4	% Full Plans applications approved first time.
Current Value	84%	Q3 2020/21
	BC 18	% of fee earning applications/notifications submitted electronically
Current Value	20%	Q3 2020/21
2. To act an	nd lead by ex	kample as a reputable employer
<b>⊘ </b>	BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)
Current Value	20.00hrs	2020/21 Current Target 20.00hrs
Increased NYCC E	learning due to Covid	id-19 situation.
	BC 17	Number of days lost sickness absence per officer
	1-0	

**Current Target** 

1.25

Q3 2020/21

**Current Value** 

0.54

3. To prom	ote health pro	ovision
	BC 2	% of Building Notices accepted in 2 working days
Current Value	96%	Q3 2020/21
	BC 5	% Site Inspections undertaken on day of notification
Current Value	99.0%	Q3 2020/21
	BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection
Current Value	98%	Q3 2020/21
	BC 7	An average of 7 in an estimate we develop any development
Current Value	7.7	An average of 7 inspections undertaken per development.  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%	Q3 2020/21
	BC 1	% Check full plan applications within 10 working days
Current Value	65%	Q3 2020/21

	•	BC 3	% Full Plans approved wit	hin statutory time period 2 months	
Current Va	lue	99.0%	Q3 2020/21 Curre	nt Target 100.0%	
3 old applic	ations ar	e showing in the ent	rprise graphs that can be i	gnored.	
4 To 10		1	4 - 1 - 2 - 2 - 2 - 2 - 2 - 2 - 2 - 2 - 2		
4. 10 p	rotec	t environmei	ital quality and s	safety by promoting green issues	
		BC 5	% Site Inspections underta	aken on day of notification	
Current Va	lue	99.0%	Q3 2020/21 Currel	nt Target 98.0%	
		BC 7	An average of 7 increation	ns undertaken per development.	
	1	BC /			
Current Va	lue	7.7	2019/20 Curre	nt Target 7.0	
	<b>J</b>	BC 13	No. of hours CPD Training	g by professional staff every year (Annual Target 20hrs)	
Current Va	alue	20.00hrs	2020/21 Curre	nt Target 20.00hrs	
Increased N	NYCC E-	earning due to Covid	-19 situation.		
		BC 1	O/ Charlefull plan applicati	inne within 40 weating days	
	•	BC 1	% Check full plan applicat	ions within 10 working days	
Current Va	lue	65%	Q3 2020/21 Currel	nt Target 90%	
		BC 18	% of fee earning application	ons/notifications submitted electronically	
Current Va	alue	20%	Q3 2020/21 Curre	nt Target 52%	
5. To p	romo	te communit	y safety		
	1	BC 7	An average of 7 inspection	ns undertaken per development.	
Current Va	alue	7.7	2019/20 Curre	nt Target 7.0	

<b>Ø</b>	BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)
Current Value	20.00hrs	2020/21 Current Target 20.00hrs
Increased NYCC	E-learning due to Co	ovid-19 situation.
	BC 1	% Check full plan applications within 10 working days
Current Value	65%	Q3 2020/21
	-	
6. To provi	de suitable,	quality and affordable housing
	BC 5	% Site Inspections undertaken on day of notification
Current Value	99.0%	Q3 2020/21
	BC 6	% Completion Certifications issued within 5 days of notified satisfactory inspection
Current Value	98%	Q3 2020/21
	BC 7	An average of 7 in an actions we destal on your development
	BC 7	An average of 7 inspections undertaken per development.
Current Value	7.7	2019/20
	BC 9	Response Rate to complaints in accordance with the Partnership's Complaints Procedure
Current Value	100%	Q3 2020/21
<b>Ø</b>	BC 13	No. of hours CPD Training by professional staff every year (Annual Target 20hrs)
Current Value	20.00hrs	2020/21 Current Target 20.00hrs

Increased N	YCC E-	learning due to Cov	id-19 situation.					
	<b>I</b>	BC 1	% Check full plan	% Check full plan applications within 10 working days				
Current Val	ue	65%	Q3 2020/21	Current Target	00%		-	
	<b>I</b>	BC 3	% Full Plans appro	% Full Plans approved within statutory time period 2 months				
Current Val	ue	99.0%	Q3 2020/21	Current Target	00.0%			
3 old applica	itions ai	re showing in the en	terprise graphs that o	an be ignored.				
	<b>I</b>	BC 10	% of Market Share	% of Market Share within Schedule 1				
Current Val	ue	18%	2019/20	Current Target	0%			

## 7. To provide for vulnerable residents

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

## 8. To maximise profitability

	1	BC 15	Total cost of provid	otal cost of providing service per head of population not to exceed budget					
Current \	'alue	0.53	2019/20	Current Target	0.89				
Pay back Population Value = £	to partner : n = 385,10 343,740 - £	ed from partner author authorities = £140,00 0. £140,000= £203,740, 85,100 = £0.89.	00						

<b>♣</b> BC 16	Total cost to each Council not to exceed budget	
	3	

Current Value	£40748	2019/20	Current Target	£68748	
Target = £343,740/5 Actual = (£343,740-£		•			

	1	BC 18	% of fee earning ap	of fee earning applications/notifications submitted electronically						
Current '	/alue	20%	Q3 2020/21	Current Target	52%					