

Finance and Resources			
	Revenue and Benefits	Q1 Outturn	Notes
MKC 1413C	Combined Speed of Processing (Changes in Circumstances for Housing Benefit and Council Tax Support)	6.60 for changes in circumstances	
MKC1379	Local Authority Error Level (Level of acceptable LA Error in the administration of Housing Benefits)	0.19%	
Corporate Finance			
MKC1405	Maintain Priority Level 1 Revenue Reserves above minimum recommended levels.	100%	
MKC1698	% of 7-day rates on Investment Portfolio achieved	0.44%	The budget for investment income was prudently set with expectation of challenging market conditions. The Council's remaining medium and long-term General Fund investments continue to provide some protection against the immediate impact of low interest rates, which is reflected in our continued ability to outperforming benchmark returns, but this will fade as these investments mature and are re-invested at current lower rates.
MKC1408	% of Input VAT recovered in year	100%	
MKC1377B	% of undisputed supplier invoices paid within 30 days	97.10%	

MKC1409	% of overall payroll accuracy for all employees paid monthly (based on fully completed and accurate forms being received by the published deadlines)	100%	
MKC1597	% of starters, leavers and changes that are paid the correct amount in the subsequent payroll run	100%	
MKC1598	% of starter request forms processed in time for the monthly payroll, where these are received fully completed by the published deadline (includes Agency and internal movers)	100%	
MKC1599	% of leaver request forms processed in time for the monthly payroll, where these are received fully completed by the published deadline (includes Agency and internal movers)	100%	

Democratic Services	
ES5 (MKC 1756)	Achieve all ERO and RO performance standards (Note – achieve by default if no significant issues identified by Electoral Commission in service delivery). Results released early October.

Housing and Regeneration			
Reference	Measure Name	Q1 Outturn	Additional Commentary
MKC 1391	% Customers satisfaction (95% last year target)	87.13% - 567 responses	
MKC 1621	Productivity (This is the target amount of jobs on average per operative completed per day).	4.6	<p>We averaged 4.6 jobs per operative over Quarter 1, (target 5) we averaged 25 operatives per month working on the repairs contract, this allows for annual leave and sickness.</p> <p>Slightly lower than expected but since Covid we are attending to larger works in properties taking longer to complete often taking 1 day or more.</p> <p>Productivity measured for Q1 was 78%</p> <p>Actual working days for Q1 - 63</p>

MKC015	Gas servicing - This is how we report our compliance on gas servicing with 100% compliance being the preferred position.	99.88%	12 overdue at end of period
MKC1627	% of customers contacted within 5 days in response to a PSH service request	100%	All 198 service requests received in Q1 were responded to within 5 days.

Planning, Strategic Transport and Placemaking

Reference	Measure Name	Q1 Outturn	Additional Commentary
Planning			
MKC1329A	% planning applications validated within three working days	73%	
Conservation and Archaeology			
MKC 1096	Percentage of Conservation and Archaeology comments submitted within consultation timeframes	81%	
Culture and Arts			
MKC 1694	Grants awarded to support cultural activity in MK (Arts and Heritage)	24	
MKC 1695	Number of active participants and audiences attending cultural projects and programmes supported by MKC	7890	Online audiences
MKC 1696	Number of projects and programmes targeting BAME audiences supported by MKAC	3	
Leisure, Community and Sports Development			
MKC 1684	Social Connections (engagement online):	No Longer Reported Against	
MKC 1685	New Participation by under-represented groups (BME, Inclusion, Deprived Estates)	From Q2 - will be reported within MKC 1619	
MKC 1686	Growth in new partner engagement (schools)	No Longer Reported Against	

MKC 1686	Growth in new partner engagement (businesses)	No Longer Reported Against	
MKC 1686	Growth in new partner engagement (cultural partners)	No Longer Reported Against	

Partnerships and Communities

Reference	Measure Name	Q1 Outturn
	Customer, Data and Insight	
MKC 1427	Number of compliments received	67 Compliments received during the quarter
	% of complaints resolved at the first point of contact - A reduction in the number of escalated complaints.	No longer reported. Data now included in other indicator.
MKC 1428	Income from streets naming and number service	£19,746.24
	Regulatory Services	
MKC751	Inquests completed within 12 months (Coroner)	This is an annual figure so won't be known until Q4.
MKC 1334	Licensing service requests responded to within 2 days	These are the legal requests received under the Licensing Act and need to be dealt with in case a hearing needs to be called.
MKC 1336	Visit all referred scam victims from the national scams hub within 1 month	Scam notifications go through the national CitA call centre which are then referred to MKC for further investigation if deemed necessary and this is the timescale in which we have to act.

Adult Social Care			
Reference	Measure Name	Q1 Outturn	ASC-Note:
ASCOF 2A(2)	Total number of permanent admissions of older people to residential and nursing care homes	Report in development	Figure is the rate annual per 100k population
ASCOF 2B(1)	Proportions of older people (65 and older) who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services (effectiveness of the service)	Report in development	
ASCOF 2B(2)	Proportion of older people (65 and over) offered reablement services following discharge from hospital.	Report in development	
ASCOF 1G	Proportion of adults with learning disabilities who live in their own home or with their family.	Report in development	
ASCOF 1E	Proportion of People with a learning disability in paid employment.	Report in development	
ASCOF 2A(1)	Total number of permanent admissions of younger adults to residential and nursing care homes	Report in development	Figure is the rate annual per 100k population
ASCOF2C(1)	Total Delayed Transfers of Care from Hospital	N/A	NHS Digital is pausing the collection and publication due to Covid-19
ASCOF2C(2)	Total Delayed Transfers of Care attributed to social care	N/A	NHS Digital is pausing the collection and publication due to Covid-19
ASCOF2C(3)	Total Delayed Transfers of Care attributed to joint social care	N/A	NHS Digital is pausing the collection and publication due to Covid-19
MKC 1458	Total number of safeguarding alerts converted to s.42 enquiry	Report in development	

MKC 1552	200 blue and red bags of laundry processed weekly	100%	
MKC 1555	% Occupancy across Sheltered Housing	95%	

2021-2022 Service Summaries		Q1 Outturn
Reference	Service Summary Measure Name	
	Youth Offending Team	
MKC310	Reduce the use of custody for young offenders	No Longer Reported
	Fostering Service (Recruitment & Selection and Supervision & Support)	
MKC 1362a	Percentage of children in Independent Fostering Agencies (IFA) placements (of fostering placements)	No Longer Reported
	Corporate Parenting (Children in Care and 16-25 Team)	
	A1. Average time (in days) between a child entering care and moving in with its adoptive family, for children who have been adopted.	No Longer Reported
MKC 324	Continue to support and challenge all schools to be good or outstanding	No Longer Reported
MKC 339		
	Adult Education	
MKC 1656	Learner Retention (students completing their studies)	No Longer Reported
MKC 1657	Learner Recruitment (new enrolments)	No Longer Reported
MKC 1658	Learner Fees (income)	No Longer Reported
	Virtual School	
MKC 1736	Percentage of looked after children on roll in school	No Longer Reported
MKC 1737	Number of outstanding personal education plans	No Longer Reported
	Education Attainment and Effectiveness – Leadership and Governance	
MKC 1257	Percentage of LA Governor vacancies	No Longer Reported
	Education Access	
	Percentage of primary school admission applications received by the January closing date	No Longer Reported
MKC353		
	Percentage of secondary school admission applications received by the October closing date	No Longer Reported
MKC 318		
	Education Sufficiency, Access and Attendance (Combined) (Now Separated)	
	Children Missing Education	

MKC 1156	Permanently excluded children offered alternative provision within 6 days	No Longer Reported
Education Sufficiency		
Proposed variation of MKC330	Percentage of applicants offered a primary phase school place	No Longer Reported
Proposed variation of MKC331	Percentage of applicants offered a secondary phase school place	No Longer Reported