



Customer and Community Services 2021/22 (Director - Sarah Gonsalves)

On target or better	
Within 10% of target	
More than 10% off target	

Reference	Performance Indicator	Measure Description	Bigger is better/ Smaller is better	Reporting Frequency	Q4 Outturn	2020/21 Target	2021/22 Annual Target	2021/22 Quarterly Target	Q1	Q2	Q3	Q4	Commentary
MKC 1423	% Avoidable contact Demand Capture	% Avoidable contact Demand Capture. This indicator looks at the way a customer contacts MKC and the need for them to call us.	Smaller	Quarterly	35%	35%	35%	35%	35%	45%	38%	38.5%	
MKC 1653a	Increase reach and maintain engagement through council's corporate social media channels. Maintain 'highly responsive' status on social media. Develop the channels to remain relevant and innovative.	Increase reach and maintain engagement through council's corporate social media channels. Maintain 'highly responsive' status on social media. Develop the channels to remain relevant and innovative.	Bigger	Monthly	28%	10%	10%	10%	23%	19%	28%	22%	
MKC 1653b	Increase reach and maintain engagement through council's corporate e-alerts. Increase the number of people who visit the councils website and read the e-newsletters.	How many subscribers are looking at the content we issue. Increase reach and maintain engagement through council's corporate e-alerts. Develop the channels to remain relevant and innovative.	Bigger	Monthly	89%	40%	40%	40%	87%	85%	83%	84%	
MKC473A	FOI completed (response sent out to requester) within statutory deadline 20 working days	FOI completed (response sent out to requester) within statutory deadline 20 working days. Of the total number of FOI requests, this indicator measures what percentage are completed within the statutory deadline.	Bigger	Quarterly	73.9%	90%	90%	90%	95.5%	97%	93%	81.4%	Reduction in performance this quarter caused by resourcing across the organisation, in particular the Corporate Team but recruitment has been successful and performance will improve for Q1.
MKC1611	SAR completed (Sent to requester) within statutory deadline	SAR completed (Sent to requester) within statutory deadline. This KPI is calculated using how many have been completed within the quarter and what percentage of these are within the statutory deadline.	Bigger	Quarterly	33.3%	90%	50%	50%	44.4%	50%	46.9%	33.3%	Reduction in performance this quarter caused by resourcing across the organisation, in particular the Corporate Team but recruitment has been successful and performance will improve for Q1.
MKC 1422	Percentage of customers who used our digital forms who rated the service either 4 or 5 stars	Percentage of customers who used our digital forms who rated the service either 4 or 5 stars	Bigger	Quarterly	89.7%	90%	90%	90%	91.7%	91.4%	91.9%	91.7%	A total of 29,125 ratings were received, 857 were rated 1 star, 386 rated 2 stars, 1174 rated 3 stars, 3711 rated 4 stars, 22,997 rated 5 stars. Therefore, 91.7% of ratings were 4 or 5 stars of the total received.
MKC 1424	Reduce the number of escalated complaints percentage of complaints closed at stage 1	% of complaints resolved at stage one a reduction in the number of escalated complaints	Bigger	Quarterly	New	New	75%	75%	93.4%	87.7%	85.5%	90.7%	Proportion of complaints escalated to Stage 2 remained low for this quarter
MKC 1426	Number of complaints closed in the quarter (investigated past triage)	We aim for a bigger is better response as this measures the difference between the same quarter in the previous financial year.	Bigger	Quarterly	New	New	1060	273	35	218	315	321	

MKC 1821	Call Stream Average Waiting Time	Call Stream Average Waiting Time	Smaller	Quarterly	New	New	3.5	3.5	5.3	5.4	3.125	5.16	Increased waiting times due to higher call volume YoY and increased colleague absence due to COVID
MKC 228	Building Control Plans checked within 15 days	Building Control Plans checked within 15 days	Bigger	Quarterly	55%	80%	75.0%	75.0%	38%	49%	65%	53%	Performance reduced again in Q4 due to an increase in unauthorised work and an influx of work following removal of licences to operate of a number of Approved Inspectors where the work is reverted to the Local Authority.
MKC 1332	Number of cremations completed within 72 hours	Cremators use a lot of gas and electricity and for technical reasons excessive energy can be used if all cremations are carried out on the same day as the funeral service. Consequently in order to reduce costs and the impact on our environment by ensuring better use of energy and minimising carbon dioxide emissions ('greenhouse gases') the cremation may be delayed, sometimes by up to three days (72 hours). However the majority of cremations are carried out within 24 hours of the funeral service. If it is imperative that a cremation is carried out the same day as the funeral, then a written request to this effect must be made to the crematorium at least 48 hours prior to the service taking place.'	Bigger	Quarterly	100%	100%	99%	99%	100%	100%	100%	100%	
MKC 1333	Births registered within the statutory time limit	By law all births have to be registered within 42 days in the district that the occurred	Bigger	Monthly	98%	60%	98%	98%	81%	91%	96%	94%	the service is experiencing a number of cases where the parents have yet to come into the office to register the birth post covid. It is a requirement to do this as a face to face appointment and some individuals are still not comfortable coming into Civic.
MKC1612	Appeal cases with the ICO upheld against MKC	Appeal cases with the ICO upheld against Milton Keynes Council	Smaller	Quarterly	0	0	0	0	0	0	0	0	
MKC1616	Income from streets naming and number service	Income from streets naming and number service	Bigger	Quarterly	£13,703	£9,192	£36,045	£9,011.25	£19,746.24	£14,757.65	£17,340.71	£15,518.29	
MKC 1694	Grants awarded to support cultural activity in MK (Arts and Heritage)		Bigger	Annual	£774,736	£774,736	£745,361		£745,361	N/A	N/A	N/A	Funding was awarded in Q1.
MKC 1696	Number of projects and programmes targeting BAME audiences supported by MKAC		Bigger	Annual	Not Reported	Not Reported	4		3	3	3	3	Annual target has been met.
MKC 1211	Grants, awards and other funding received by the Council and in partnership to deliver strategic cultural projects and programmes (inc 106)	The Creative and Cultural Strategy Delivery Framework and the Public Art Commissions Programme outline strategic projects and programmes developed by the Culture team. Each project/programme has individual KPI's developed in accordance with overarching aims and objectives.	Bigger	Quarterly	N/A	£1,325,000	£978,000		£978,000		£1,478,000	£11,748	
MKC 1697	Number of strategic projects, programmes and Commissions developed and delivered by the MKC Culture team	As outlined in the Creative and Cultural Strategy Delivery Framework, projects, programmes and commissions which are currently in delivery are monitored according to projected delivery dates as outlined with the START document.	Bigger	Annually	N/A	N/A	9	2.25	6	6	6	6	

MKC 1200	Number of visits people under 16 years utilising Community Facilities (eg leisure Centres/sports clubs/community centres)	The number of visits by over16 who are using council owned facilities.This includes our community centres, sports grounds and leisure centres, these figures are collected on a quarterly basis. The partnerships are the Leisure providers MKC have contracted to manage some of the larger sites InspireAll, 1 Life and Mk College. Spectators and participants are both included in the figure.	Bigger	Quarterly	23200	95750	383000	95750	94818	97958	105007	86715	The figures for Q4 takes into account the period over New Year where a lot of the community sites are closed and the leisure sites have reduced opening times. On 30th November Under the Leisure Asset Transfer project seven sites were transferred to the local parishes from the InspireAll Leisure Contact and they now manage these sites. The lower figure for Q4 reflect this. The annual target for 2022/23 will need to reflect these changes, as further leisure and community sites will be transferred to the Parishes under the Leisure Asset Transfer Project.
MKC 1201	Number of visits by adults over 16 years utilising with Community Facilities (eg leisure Centres/sports clubs/community centres)	The number of visits by over16 who are using council owned facilities.This includes our community centres, sports grounds and leisure centres, these figures are collected on a quarterly basis. The partnerships are the Leisure providers MKC have contracted to manage some of the larger sites InspireAll, 1 Life and Mk College. Spectators and participants are both included in the figure.	Bigger	Quarterly	2482	142000	568000	142000	141478	149804	128365	135,549	The figures for Q4 takes into account the period over New Year where a lot of the community sites are closed and the leisure sites have reduced opening times. On 30th November Under the Leisure Asset Transfer project seven sites were transferred to the local parishes from the InspireAll Leisure Contact and they now manage these sites. The lower figure for Q4 reflects this. The annual target for 2022/23 will need to reflect these changes, as further leisure and community sites will be transferred to the Parishes under the Leisure Asset Transfer Project.
MKC 1202	Volunteers actively sitting on and involved with steering and management committees/activity programmes	Includes: the number of volunteers supporting the MK Health Walking project; the number of volunteers within the management committees managing the MKC owned community centres; the number of volunteers within sports clubs managing MKC leased sports club facilities; membership of Physical Activity Alliance and project groups.	Bigger	Annual	N/A	N/A	2000		1600	1693	1854	1850	The annual target for 2022/23 will need to reflect these changes, as further leisure and community sites will be transferred to the Parishes under the Leisure Asset Transfer Project and the number of volunteers will be reduced.
MKC 1619	Number of people undertaking physical activity for health conditions	Weekly participation numbers of adults taking part in Physical Activity for health projects including: Health Walks, Ping Table Tennis, MK Exercise Referral Scheme (AMKERS), Keep Active Keep Well (Lung Condition project), UCan (Cancer rehab project).	Bigger	Quarterly	0	1250	5000	1250	903	3789	4705	2427	
MKC751	Inquests completed within 12 months (Coroner)	Results presented for this KPI in Q4	Bigger	Annual	92%	95%	99%		N/A	N/A	N/A	87%	The reduced figure was due to a combination of the limited ability to hold inquests during the pandemic and an 18% increase in the number of inquests required to be held. (National average rate was 82%)
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.	Bigger	Monthly	99%	95%	95%	95%	94%	91%	100%	97%	
MKC 1336	Visit all referred scam victims from the national scams hub within 1 month	Scam notifications go through the national CiA 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.	Bigger	Quarterly	100%	100%	97%	97%	100%	100%	100%	100%	