

**Nottingham City Council Housing Services**  
**Overall Balanced Scorecard Report - September 2024**

Ref.	Performance indicator	Good Performance Is	Resp. Person	23/24 Outturn	24/25 Q1	Aug-24	Sep-24	24/25 Q2	24/25 YTD	24/25 Target
<b>FINANCE</b>										
HIM6	Rent collection	Higher	SG (RH)	100.16%	N/A	100.62%	100.02%	100.02%	100.02%	100.0%
HIM2	Current Tenant Arrears	Lower	SG (RH)	£3,632,530	N/A	£3,341,698	£3,507,294	£3,507,295	£3,507,296	£3,532,530
LH001	Leasehold/Service Charge collection	Higher	SG (RH)	84.36%	28.38%	5.94%	4.99%	46.00%	46.00%	83.0% (6.9%pm)
TEM4	Rent Loss due to Voids	Lower	SG (RH)	1.93%	N/A	1.85%	1.86%	1.86%	1.86%	1.80%
HIM11	Current tenant arrears as % annual rent debit net HB	Lower	SG (RH)	3.05%	N/A	2.57%	2.70%	2.70%	2.70%	3.0%
<b>PEOPLE</b>										
P1	Vacant Full Time Equivalent	N/A	ML		N/A	14	N/A	N/A	N/A	N/A
P2	Number of Agency Staff	N/A	ML		N/A	38	N/A	N/A	N/A	N/A
Sick	Ave sick days per employee	Lower	ML	14.81	N/A	14.44	14.3	14.3	14.3	8

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<b>OPERATIONS &amp; CUSTOMER EXPERIENCE</b>										
R1	Repair appointments kept	Higher	AB (DS)	94.98%	91.56%	93.17%	94.06%	93.31%	91.87%	97.0%
TP02	Satisfaction with Repairs	Higher	AB (DS)	64%	65%	N/A	N/A	61%	63%	75.0%
R5COM	Ave days to complete repairs	Lower	AB (DS)	Not available	Not available	Not available	Not available	Not available	Not available	28
RP02	Repairs completed within target timescales	Higher	AB (DS)	Not available	Not available	Not available	Not available	Not available	Not available	85.0%
RP02.2	Emergency Repairs in time	Higher	AB (DS)	Not available	Not available	Not available	Not available	Not available	Not available	100.0%
Voids	No of New Voids	N/A	SG (RH)	TBA	224	54	83	219	443	N/A
TP09	Satisfaction with Complaint handling	Higher	PS	27%	39%	N/A	N/A	30%	35%	60.0%
ALL-ART	Ave Re-let time for all properties (GN & SLD) - Year to date	Higher	SG (RH)	7.99	37.82	38.62	39.59	43.45	40.29	45.00
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	Higher	SG	52%	57%	N/A	N/A	53%	55%	70.0%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	Higher	SG	61%	62%	N/A	N/A	59%	60%	70.0%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	Higher	SG	64%	65%	N/A	N/A	64%	65%	70.0%
TP01	Overall satisfaction	Higher	PS	61%	56%	N/A	N/A	61%	58%	85.0%

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<b>COMPLIANCE</b>										
BS01	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	Higher	AB (DS)	99.99%	99.96%	99.89%	99.66%	99.66%	99.66%	100.0%
EICR001	Dwellings with a satisfactory EICR in last five years	Higher	AB (SE)	99.40%	99.46%	99.49%	99.32%	99.32%	99.32%	100.0%
BS02	% Fire Risk Assessments completed in target	Higher	AB (SE)	100.0%	N/A	100.0%	100.00%	100.00%	100.00%	100.0%
FIRE006	Overdue High Risk Fire Risk Assessment Actions	Lower	AB (SE/DS)	0	N/A	0	0	0	0	0
C5	Overdue Medium Risk Fire Risk Assessments Actions	Lower	AB (SE/DS)	19	N/A	0	0	0	0	0
C6	Overdue Low Risk Fire Risk Assessments Actions	Lower	AB (SE/DS)	265	N/A	379	168	168	168	0
RP01	% of stock that is categorised as a non-decent home	Lower	AB (SE)	0.50%	6.80%	6.80%	3.72%	3.72%	3.72%	0.00%
<b>TENANT INVOLVEMENT &amp; EMPOWERMENT</b>										
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	Higher	PS	71%	76%	N/A	N/A	72%	74%	85.0%
TP08	Agreement that the landlord treats tenants fairly and with respect	Higher	PS	71%	77%	N/A	N/A	77%	77%	85.0%
CH02	Complaints responded to within the timescale	Higher	PS	84.70%	88.71%	91.36%	88.46%	90.66%	89.65%	100.0%

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Tenant	Data profiling on our customers is complete	Higher	PS	99.96%	99.97%	99.97%	99.97%	99.97%	99.97%	98.0%
CH02b	Escalation of complaints to Stage Two (rolling year)	Lower	PS	15.5%	11.42%	13.23%	11.82%	11.82%	11.82%	N/A
<b>HOME STANDARD</b>										
BS03	Asbestos safety checks	Higher	AB (SE)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
BS04	Water safety checks	Higher	AB (SE)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
BS05	Lift safety checks	Higher	AB (SE)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
TP03	Sat. with time taken to complete recent repair	Higher	AB (DS)	57%	56%	N/A	N/A	55%	56%	75.0%
TP04	Sat. that the home is well maintained	Higher	AB (SE/DS)	63%	63%	N/A	N/A	63%	64%	80.0%
TP05	Sat. that the home is safe	Higher	AB (SE/DS)	72%	73%	N/A	N/A	79%	78%	87.0%