

Nottingham City Council Housing Services Overall Balanced Scorecard Report - November 2025											
Ref.	Performance Indicator	Good Perf. Is	Resp. Person	Nov-24	Sep-25	Oct-25	Nov-25	25/26 Target	24/25 RSH Lower Quartile	24/25 Landlord Median	24/25 RSH Upper Quartile
	FINANCE										
HIM6	Rent collection (YTD figure)	Higher	RH	100.02%	100%	99.62%	99.40%	100%	N/A		
HIM11a	Current Tenant Arrears	Lower	RH	£3,532,142	£2,895,805	£3,119,036	£3,268,330	£3,432,530	N/A		
LH001	Leasehold/Service Charge collection (rolling YTD figure)	Higher	RH	56.48%	43.30%	48.51%	54.08%	85.0%	N/A		
HIM11	Current tenant arrears as % annual rent roll	Lower	RH	2.72%	2.23%	2.39%	2.51%	2.9%	N/A		
	PEOPLE										
S1	Ave sick days per employee (rolling 12 months)	Lower	MLu	13.90	13.95	13.76	13.69	10.2	N/A		
	OPERATIONS & CUSTOMER EXPERIENCE										
R1 (local)	% Repairs appointments made & kept (Priority 2,3,4)	Higher	DS	96.26%	93.30%	94.50%	94.00%	97.0%	N/A		
R5COM (local)	Ave days to complete Responsive repairs (Priority 1,2,3,4)	Lower	DS	37.78	10	9.06	8.99	28	N/A		
R5COM-P1	Ave days to complete Emergency Responsive repairs (Priority 1)	Lower	DS	N/A	0.49	0.56	0.91	1	N/A		
R5COM-P2	Ave days to complete Urgent Responsive repairs (Priority 2)	Lower	DS	N/A	6.03	6.93	9.43	7	N/A		
R5COM-P3	Ave days to complete Non-Urgent Responsive repairs (Priority 3 - Prev P2)	Lower	DS	N/A	15.06	13.65	14.10	28	N/A		
R5COM-P4	Ave days to complete Planned Responsive repairs (Priority 4 - Prev P3)	Lower	DS	N/A	21.32	24.37	24.96	90	N/A		
RP02(1)	Proportion of All Responsive Repairs (Priority 1/2/3/4) completed within the landlord's target timescale.	Higher	DS	83.29%	86.0%	90.0%	91.0%	87.0%	N/A		
RP02.2 (P1)	Proportion of Emergency Responsive repairs (Priority 1) completed within the landlord's target timescale.	Higher	DS	84.01%	89.0%	91.0%	92.0%	100.0%	88.0%	94.9%	98.9%
RP02.2 (P2)	Proportion of Urgent Responsive repairs (Priority 2) completed within the landlord's target timescale.	Higher	DS	N/A	62.0%	69.0%	80.0%	100.0%	75.7%	84.0%	90.8%
RP02.2 (P3)	Proportion of Non-Urgent Responsive repairs (Priority 3 - Prev P2) completed within the landlord's target timescale.	Higher	DS	N/A	88.0%	92.0%	93.0%	85.0%			
RP02.2 (P4)	Proportion of Planned Responsive repairs (Priority 4 - Prev P3) completed within the landlord's target timescale.	Higher	DS	N/A	100%	99.0%	97.0%	85.0%			
ALL ART	Ave Re-let time for all properties (GN & SLD) - Year to date	Lower	DS	40.98	43.33	42.45	42.2	42	N/A		
NM01.1-NCC	Anti-social behaviour cases relative to the size of the landlord (Cases per 1,000 properties)	N/A	KS	31.9	29.49	28.56	27.75	45	23.0	37.4	61.6
	COMPLIANCE										
BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	Higher	DS	98.96%	99.07%	99.00%	98.98%	100.0%	99.8%	99.9%	100.0%
EICR001-NCC	Dwellings with a satisfactory Electrical Installation Condition Report (EICR) in last five years (with P1/P2 completed)	Higher	SS	98.32%	99.41%	99.35%	99.36%	100.0%	N/A		
BS02-NCC	% Fire Risk Assessments completed in target	Higher	SS	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%	100.0%	100.0%
FIRE006-NCC	Overdue High Risk Fire Risk Assessment Actions	Lower	SS	0	0	0	0	0	N/A		
C5 (FIRE006b-NCC)	Overdue Medium Risk Fire Risk Assessments Actions	Lower	SS	0	0	0	0	0	N/A		
C6 (FIRE006c-NCC)	Overdue Low Risk Fire Risk Assessments Actions	Lower	SS	136	1	0	0	0	N/A		
RP01-NCC	% of stock that is categorised as a non-decent home	Lower	SE	3.81%	0.6%	0.7%	0.8%	0.0%	1.1%	3.2%	6.7%

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CUSTOMER PERCEPTION											
CH02-NCC	Stage 1 complaints responded to within the timescale	Higher	PS	98.48%	95.65%	98.59%	98.77%	99.0%	64.0%	81.8%	93.9%
CH01-NCC	Number of Stage 1 complaints relative to the size of the landlord (per 1,000 properties)	Lower	PS	51.7	39.30	38.28	38.9	55.0	28.6	44.8	64.2
CH01b-NCC	Number of Stage 2 complaints received (per 1,000 properties)	Lower	PS	6.2	7.10	7.54	7.47	7.0	4.8	7.6	11.7
CH02b-NCC	Proportion of Stage 2 complaints responded to within timescales	Higher	PS	100.0%	100.0%	100.0%	100.0%	99.0%	58.5%	82.7%	97.9%
NCCHS-ED001	Data profiling on our customers is complete	Higher	PS	99.97%	99.99%	99.99%	99.99%	98.0%	N/A		
HOME STANDARD											
BS03-NCC	Asbestos safety checks	Higher	SS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
BS04-NCC	Water safety checks	Higher	SS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
BS05-NCC	Lift safety checks	Higher	SS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
TSMWIP-LEG	No. current live Disrepair cases awaiting settlement or closure	Lower	SS	649	527	552	560	To reduce	N/A		
D3.1	≤ 1 month from letter of claim	Lower	SS		39	35	36				
D3.2	1 - 3 months	Lower	SS		90	81	75				
D3.3	3 - 6 months	Lower	SS		132	143	132				
D3.4	6 - 12 months	Lower	SS		140	160	179				
D3.5	12 months +	Lower	SS		126	133	138				
TSMWIP-DMC	Total number of Live tenant reported Damp and Mould cases with remedial works outstanding	Lower	SS		735	628	581	To reduce	N/A		
DM1.1	≤ 1 month	Lower	SS		73	113	15				
DM1.2	1 - 3 months	Lower	SS		101	35	103				
DM1.3	3 - 6 months	Lower	SS		42	27	30				
DM1.4	6 - 12 months	Lower	SS		400	323	316				
DM1.5	12 months +	Lower	SS		119	130	117				