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Measure	24/25 Result	24/25 Target	Status	Short Trend	H/mark Quartile	23/24 Result	NCC HS Responsible Officer
Stage one complaints responded to within complaint handling code timescales (to Aug-24)	66.67%	99.00%				66.67%	Jacque Beacroft
There were 3 complaints received with one being outside target which resulted in the under-target performance.							
Proportion of homes that do not meet the Decent homes standard (at Aug-24)	0.4%	0.00%				7.47%	Wayne Smalley
A full stock condition survey (SCS) has commenced on all RP properties and is 85% complete for all NCH RP owned stock and the Dispersed temporary accommodation leased from NCH. These surveys will provide detailed data on the physical condition of all RP properties. This survey data will support ongoing maintenance, repairs and allow informed decisions to be made around prioritising future replacement programs to meet decency.							
NCHRP will be responsible for providing the funding and prioritisation of replacements required to ensure their owned stock meets decency. Dispersed TA is the responsibility of NCH Limited under the lease.							
% of domestic dwellings with a valid gas safety certificate (at 11-Nov-2024)	100.00%	100.00%				100.00%	Steve Cooper/ External
Electrical safety: Ensuring that all properties have a valid EICR (at 11-Nov-2024)	100.00%	100.00%				100.00%	Paul Ruston/ External
Average relet time (NCC) (at Aug-24)	0.0	58				19	Cath Stocks
Lettable voids (at 11-Nov-2024)	0	0				32	Cath Stocks
Non-Lettable voids (at 11-Nov-2024)	22					1 permanent, 1 Move-on, 18 Dispersed TA	
NCC Housing Services Void performance has dropped in Quarter 2 with a large number of dispersed properties being out of action and failing to generate income.							
The key reasons for this have been a higher turnover due to increased direct offers of permanent accommodation to homeless applicants, forced moves due to disrepair and issues with NCC contractors. Of the current 22 non-lettable voids, 11 have become void in the last month.							
The NCC external electrical contract expired leaving a significant shortfall of qualified electricians and no-one qualified to undertake portable appliance testing that is needed for letting of furnished temporary accommodation. NCH officers have directly contracted an external electrical company via a mini-tender award to get properties electrically tested and let. This will remain in place until the newly awarded NCC contract is operational.							

Measure	24/25 Result	24/25 Target	Status	Short Trend	H/mark Quartile	23/24 Result	NCC HS Responsible Officer
% of rent collected (perm/ TA) (at 31-Oct-2024)	92.14% 91.03%	100.00%				98.84%	Cath Stocks / Keeley Johnson
<p>Housing Benefit for Temporary Accommodation is paid 4 weekly and, at the end of October, 1 week of Housing Benefit was owing. This increases the collection rate to 94.39% and should improve over the course of the year as Housing Benefit cycles align with rent charges.</p> <p>Direct Debit payment cycles for permanent homes are designed to recover annual rent, so a point in time can provide an adverse collection rate.</p> <p>Weekly rent meetings are held by NCC staff working on these cases for NCH RP and NCH Group officers have monthly monitoring meetings. This monitoring is being stepped up.</p>							
Arrears as a % of rent due (perm/ TA) (at 31-Oct-2024)	5.38% 7.46%	2.01%				6.70%	Cath Stocks / Keeley Johnson
<p>Both permanent and temporary accommodation indicators have increased from Q1 as a result of lower than expected collection performance, although Housing Benefit and Direct Debit cycle misalignment is noted.</p> <p>NCH officers meet with the Rents team and the Temporary Accommodation team monthly and are increasing monitoring accordingly.</p>							
Emergency repairs completed in target (at Aug-24)	82.8%	100.00%				85.05%	Pinder Bungar
Non-emergency repairs completed in target (at Aug-24)	69.8%	65.00%				55.77%	Pinder Bungar
Planned maintenance completed in target (at Aug-24)	98.5%	99%					Pinder Bungar
% of emergency repairs raised (at Aug-24)	19.6%	N/A				24.39%	Pinder Bungar
Average void repair cost per property (at Aug-24)	£3,131	N/A				£3,333.18	Pinder Bungar
Average cost of a responsive repair (at Aug-24)	£70.82	N/A				£95.50	Pinder Bungar
<p>The process for managing emergency repairs is the same for NCH RP properties as it is for NCC stock and the targets set here are NCC Housing Services targets.</p> <p>Just over 8 out of 10 of the 204 emergency repairs are completed in 24 hours, with the remainder completed after the 24 hour target. Emergency repairs account for 19.6% of all repairs completed. Non-access is under 1%.</p> <p>Non-emergency repairs completed within the 30 day target is currently at 69.8%. Non-access is 6.9%. The rationale behind the NCC target of 65% for this work programme has not been explained to the satisfaction of NCH officers.</p> <p>Planned maintenance performance against a target of 180 days is 98.5%.</p> <p>There are still IT issues that are preventing the closedown of some responsive repair jobs which means that the performance indicators may not be accurate and charges are not raised.</p>							

NCH RP Balance Scorecard - August 2024				2023/24	2024/25			
Ref.	Performance Indicator	Board	Result Type	Outturn 23/24	Target 24/25	July	August	Outturn 24/25
	Repairs							
R1	% of repairs completed within target	RP Board	Numerator	1525		141	118	653
			Denominator	2112		164	129	742
			Result	72.2%	100.0%	86.0%	91.5%	88.0%
R1.1	% of repairs completed within target (Priority 1 - Emergency)	RP Board	Numerator	478		29	15	125
			Denominator	562		37	18	151
			Result	85.1%	100.0%	78.4%	83.3%	82.8%
R1.2	% of repairs completed within target (Priority 2 - Routine)	RP Board	Numerator	590		18	25	132
			Denominator	1058		31	31	189
			Result	55.8%	65.0%	58.1%	80.6%	69.8%
R1.3	% of repairs completed within target (Priority 3 - Planned)	RP Board	Numerator	457		94	78	396
			Denominator	492		96	80	402
			Result	92.9%	99.0%	97.9%	97.5%	98.5%
R2	Number of repairs raised	RP Board	Value	2846		190	168	1041
R2.1	Number of repairs raised - Emergency	RP Board	Value	694		47	34	204
R2.2	Number of repairs raised - Routine	RP Board	Value	1307		52	50	292
R2.3	Number of repairs raised - Planned	RP Board	Value	845		91	84	545
R2.5	% of emergency repairs raised	RP Board	Value	24.4%		24.7%	20.2%	19.6%
R3	% of non-access	RP Board	Numerator	145		19	17	84
			Denominator	2846		291	240	1333
			Result	5.1%		6.5%	7.1%	6.3%
R3.1	% of non-access (Priority 1 - Emergency)	RP Board	Numerator	23		2	1	7
			Denominator	694		164	129	742
			Result	3.3%		1.2%	0.8%	0.9%
R3.2	% of non-access (Priority 2 - Routine)	RP Board	Numerator	84		4	1	13
			Denominator	1307		31	31	189
			Result	6.4%		12.9%	3.2%	6.9%
R3.3	% of non-access (Priority 3 - Planned)	RP Board	Numerator	38		13	15	64
			Denominator	845		96	80	402
			Result	4.5%		13.5%	18.8%	15.9%
R4	Number of repairs outstanding	RP Board	Value	183		756	746	746
R4.1	Number of repairs outstanding (Priority 1 - Emergency)	RP Board	Value	0		16	17	17
R4.2	Number of repairs outstanding (Priority 2 - Routine)	RP Board	Value	123		294	289	289
R4.3	Number of repairs outstanding (Priority 3 - Planned)	RP Board	Value	60		446	440	440
R5	Number of repairs cancelled	RP Board	Value	288		16	8	105
R5.1	Number of repairs cancelled (Priority 1 - Emergency)	RP Board	Value	34		7	6	23
R5.2	Number of repairs cancelled (Priority 2 - Routine)	RP Board	Value	197		4	2	58
R5.3	Number of repairs cancelled (Priority 3 - Planned)	RP Board	Value	57		5	0	24

NCH RP Balance Scorecard - August 2024					2023/24	2024/25		
Ref.	Performance Indicator	Board	Result Type	Outturn 23/24	Target 24/25	July	August	Outturn 24/25
R6.1	Average cost of repairs completed (Priority 1 - Emergency)	RP Board	Numerator	562		37	18	151
			Denominator	£ 20,032.31		0	0	£ -
			Result	£ 35.64		£ -	£ -	0
R6.2	Average cost of repairs completed (Priority 2 - Routine)	RP Board	Numerator	1058		31	31	189
			Denominator	£ 75,624.23		554.86	52.6	£ 1,675.54
			Result	£ 71.48		£ 17.90	£ 1.70	£ 8.87
R6.3	Average cost of repairs completed (Priority 3 - Planned)	RP Board	Numerator	492		96	80	402
			Denominator	£ 106,047.19		£ 6,690.78	£ 14,684.53	£ 50,870.02
			Result	£ 215.54		£ 69.70	£ 183.56	£ 126.54
R7	Number of Damp and Mould cases reported	RP Board	Value	177		0	0	84
R8	% of repairs completed within target (Damp and Mould)	RP Board	Numerator	96		1	0	4
			Denominator	106		2	1	7
			Result	90.6%		50.0%	0.0%	57.1%
R8.5	Number of repairs cancelled (Damp and Mould)	RP Board	Result	37		0	2	4
R9	Number of repairs outstanding (Damp and Mould)	RP Board	Value	50		44	38	230
R10	% of non-access (Damp and Mould)	RP Board	Numerator	177		0	0	7
			Denominator	0		0	0	0
			Result	N/A		N/A	N/A	N/A
R11	Time taken in days to complete repair, or time outstanding (Damp and Mould)	RP Board	Value	87		215.0	206.0	206.0
Compliance as at 11-Nov-2024						Jul-24	11-Nov-24	
C1	Properties with a valid Gas Safety Certificate	RP Board	Numerator	273		269	269	269
			Denominator	273		269	269	269
			Result	100.0%	100.0%	100.0%	100.0%	100.0%
C1A	Properties with a valid Gas Safety Certificate (External TA provision)	RP Board	Numerator			111	117	117
			Denominator			111	117	117
			Result		100.0%	100.0%	100.0%	100.0%
C2	Properties with a valid EICR	RP Board	Numerator	299		298	298	298
			Denominator	299		298	298	298
			Result	100.0%	100.0%	100.0%	100.0%	100.0%
C2A	Properties with a valid EICR (External TA provision)	RP Board	Numerator			183	191	191
			Denominator			183	191	191
			Result		100.0%	100.0%	100.0%	100.0%
C3	Properties with a CO Detector	RP Board	Numerator	272		269	269	269
			Denominator	272		269	269	269
			Result	100.0%	100.0%	100.0%	100.0%	100.0%
C3A	Properties with a CO Detector (External TA provision)	RP Board	Numerator			111	117	117
			Denominator			111	117	117
			Result		100.0%	100.0%	100.0%	100.0%
C4	Blocks with a valid FRA	RP Board	Numerator	4		11	12	12
			Denominator	4		11	12	12
			Result	100.0%	100.0%	100.0%	100.0%	100.0%
C5	FRA significant findings actions completed on time	RP Board	Numerator	0				0
			Denominator	0				0
			Result	N/A	100.0%	N/A	N/A	N/A

NCH RP Balance Scorecard - August 2024				2023/24	2024/25			
Ref.	Performance Indicator	Board	Result Type	Outturn 23/24	Target 24/25	July	August	Outturn 24/25
RP01	Proportion of homes that do not meet the Decent homes standard	RP Board	Numerator	61		488	489	489
			Denominator	471		6	2	2
			Result	13.0%	100.0%	1.2%	0.4%	0.4%
Voids						Jul-24	Aug-24	
V1	Average relet time, excluding major works	RP Board	Value	19	45	28	20	22.5
V2	Average relet time, no exclusions	RP Board	Value	19	45	28	20	23.6
V3	Voids In Target	RP Board	Numerator	29		19	20	95
			Denominator	304		23	23	109
			Result	9.5%	0.0%	82.6%	87.0%	87.2%
TEM2	Number of lettable voids	RP Board	Result			17	20	20
V4	Average cost of void repairs	RP Board	Value	£ 3,333.18		£ 2,949.06	£ 1,665.72	£3,131.03
Housing Tenancy Management						Jul-24	Aug-24	
H1	Annual tenancy visits completed	RP Board	Numerator	45		7	13	57
			Denominator	45		11	18	80
			Result	100.0%	100.0%	63.6%	72.2%	71.3%
H2	ASB cases received	RP Board	Value	0				0
H3	ASB cases completed	RP Board	Value	0				0
H4	ASB cases outstanding	RP Board	Value	0				0
Housing Income Management						Jul-24	11-Nov-24	
I1	Rent collected - In Year	RP Board	Numerator	0		£ 3,107,202	£ 5,486,754	£ 5,486,754
			Denominator	0		£ 3,500,023	£ 6,024,084	£ 6,024,084
			Result	N/A	100.0%	88.8%	91.1%	91.1%
I2	Total arrears	RP Board	Current				£800,791	
			Former				£480,128	
			Total	N/A		N/A	£1,280,919	£1,280,919
I3	Former tenant arrears collected	RP Board	Numerator	£ 583,287.34			£8,109	£ 8,109.00
			Denominator	£ 8,708,783.56			£480,128	£ 480,128.00
			Result	6.7%		N/A	1.7%	1.7%
I4	Recharges collected	RP Board	Numerator	0			£515	£ 515.00
			Denominator	0			£7,539	£ 7,539.00
			Result	N/A		N/A	6.8%	6.8%
I5	Rent arrears cases being managed	RP Board	Value	0				0
I6	Notices served for rent arrears	RP Board	Value	0				0
I7	Possession Orders obtained for rent arrears	RP Board	Value	0				0
I8	Value of welfare benefits assists obtained by Tenancy Sustainment team	RP Board	Value	0				0
Complaints						Jul-24	Aug-24	
M1	Stage one complaints responded to within complaint handling code timescales	RP Board	Numerator	2		0	0	2
			Denominator	3		0	0	3
			Result	66.7%	99.0%	N/A	N/A	66.7%