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Measure	24/25 Result	24/25 Target	Status	Short Trend	H/mark Quartile	23/24 Result	Responsible Officer
Stage one complaints responded to within complaint handling code timescales	50.00%	99.00%				66.67%	Jacque Beacroft
There were 3 complaints received with one being outside target which resulted in dip in performance.							
Proportion of homes that do not meet the Decent homes standard	0.82%	0.00%				7.47%	Wayne Smalley
A full stock condition survey (SCS) has commenced on all RP properties. 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 stock meets decency							
% of domestic dwellings with a valid gas safety certificate	100.00%	100.00%				100.00%	Steve Cooper
Electrical safety: Ensuring that all properties have a valid EICR	100.00%	100.00%				100.00%	Paul Ruston
Average relet time (permanent homes)	0.0	45				19	Cath Stocks
Lettable voids	1	1				32	Cath Stocks
% of rent collected	92.84%	100.00%				98.84%	Cath Stocks / Keeley Johnson
Temporary Accommodation rent collection - 93.02% Housing Benefit for Temporary Accommodation is paid 4 weekly and, at the end of June, 1 week of Housing Benefit was owing. This rectifies over the course of the year as Housing Benefit cycles align with rent charges.							
We are above the 91.45% rent collection at the end of Quarter 1 2023/24 and the overall rent collection for 2023/24 was 98.98%							
Weekly rent meetings are held focusing on those with ineligible charges and lower arrears, as the rent cases over 8 weeks have reduced over time. The highest arrears case is with Legal pending a court date. The next highest balance of £5k has now been cleared through a Housing Benefit backdate.							

Measure	24/25 Result	24/25 Target	Status	Short Trend	H/mark Quartile	23/24 Result	Responsible Officer
Arrears as a % of rent due	4.16%	2.01%				6.70%	Cath Stocks / Keeley Johnson
<p>Temporary Accommodation arrears as a % of rent due is 4.17% for end of June This performance indicator is linked to the above % rent collection and same commentary applies.</p> <p>Permanent arrears as a % of the debit as of the end of Q1 were 3.66%. We are currently working to bring this figure down and increase the in-year collection rate as we progress through the year. The Head of Service is closely monitoring these cases and ensuring robust action is being taken. As outlined above, the way in which HB is paid four weekly in arrears and not paid at the end of the calendar month makes it difficult to see a true arrears position. The team are currently utilising over-time to review these cases and ensure the necessary action is being taken.</p>							
Emergency repairs completed in target	83.70%	100.00%				85.05%	Pinder Bungar
<p>Our average time to attend emergency repairs is currently 0.76 days against a target of 24 hours. A new process has been introduced in Repairs to ensure there is a flexible approach to resource requirements to meet the demands of the service. Where repairs being reported on an emergency basis there is still a circa 10% that are no access. The process for managing emergency repairs is the same for NCH RP properties as it is for NCC stock.</p>							
Non-emergency repairs completed in target	70.40%	65.00%				55.77%	Pinder Bungar
% of emergency repairs raised	16.84%	N/A				24.39%	Pinder Bungar
Average void repair cost per property	£4,751.77	N/A				£3,333.18	Pinder Bungar
Average cost of a responsive repair	£64.37	N/A				£95.50	Pinder Bungar

NCH RP Balance Scorecard; Q1, 2024/25				2023/24	2024/25				
Ref.	Performance Indicator	Board	Result Type	Outturn 23/24	Target 24/25	April	May	June	Outturn 24/25
Repairs									
R1	% of repairs completed within target	RP Board	Numerator	1525		137	126	123	386
			Denominator	2112		167	136	137	440
			Result	72.2%	100.0%	82.0%	92.6%	89.8%	87.7%
R1.1	% of repairs completed within target (Priority 1 - Emergency)	RP Board	Numerator	478		30	26	21	77
			Denominator	562		39	29	24	92
			Result	85.1%	100.0%	76.9%	89.7%	87.5%	83.7%
R1.2	% of repairs completed within target (Priority 2 - Routine)	RP Board	Numerator	590		30	34	24	88
			Denominator	1058		50	40	35	125
			Result	55.8%	65.0%	60.0%	85.0%	68.6%	70.4%
R1.3	% of repairs completed within target (Priority 3 - Planned)	RP Board	Numerator	457		77	66	78	221
			Denominator	492		78	67	78	223
			Result	92.9%	99.0%	98.7%	98.5%	100.0%	99.1%
R2	Number of repairs raised	RP Board	Value	2846		264	221	198	683
R2.1	Number of repairs raised - Emergency	RP Board	Value	694		44	35	36	115
R2.2	Number of repairs raised - Routine	RP Board	Value	1307		76	65	55	196
R2.3	Number of repairs raised - Planned	RP Board	Value	845		144	121	107	372
R2.5	% of emergency repairs raised	RP Board	Value	24.4%	No Target	16.7%	15.8%	18.2%	16.8%
R3	% of non-access	RP Board	Numerator	145		14	17	15	46
			Denominator	2846		295	243	250	788
			Result	5.1%	No Target	4.7%	7.0%	6.0%	5.8%
R3.1	% of non-access (Priority 1 - Emergency)	RP Board	Numerator	23		4	0	0	4
			Denominator	694		167	136	137	440
			Result	3.3%	No Target	2.4%	0.0%	0.0%	0.9%
R3.2	% of non-access (Priority 2 - Routine)	RP Board	Numerator	84		1	6	0	7
			Denominator	1307		50	40	35	125
			Result	6.4%	No Target	2.0%	15.0%	0.0%	5.6%
R3.3	% of non-access (Priority 3 - Planned)	RP Board	Numerator	38		9	11	15	35
			Denominator	845		78	67	78	223
			Result	4.5%	No Target	11.5%	16.4%	19.2%	15.7%
R4	Number of repairs outstanding	RP Board	Value	183		761	747	754	754
R4.1	Number of repairs outstanding (Priority 1 - Emergency)	RP Board	Value	0		38	17	20	20
R4.2	Number of repairs outstanding (Priority 2 - Routine)	RP Board	Value	123		314	283	285	285
R4.3	Number of repairs outstanding (Priority 3 - Planned)	RP Board	Value	60		409	447	449	449
R5	Number of repairs cancelled	RP Board	Value	288		16	46	8	70
R5.1	Number of repairs cancelled (Priority 1 - Emergency)	RP Board	Value	34		4	3		7
R5.2	Number of repairs cancelled (Priority 2 - Routine)	RP Board	Value	197		6	35	4	45
R5.3	Number of repairs cancelled (Priority 3 - Planned)	RP Board	Value	57		6	8	4	18

NCH RP Balance Scorecard; Q1, 2024/25				2023/24	2024/25				
Ref.	Performance Indicator	Board	Result Type	Outturn 23/24	Target 24/25	April	May	June	Outturn 24/25
R6	Average cost of repairs completed	RP Board	Numerator	2112		167	136	137	440
			Denominator	201703.73		£ 9,110.03	£ 7,452.57	£ 11,759.79	£ 28,322.39
			Result	£ 95.50		£ 54.55	£ 54.80	£ 85.84	£ 64.37
R6.1	Average cost of repairs completed (Priority 1 - Emergency)	RP Board	Numerator	562		39	29	24	92
			Denominator	£ 20,032.31		0	0	£ -	£ -
			Result	£ 35.64		£ -	£ -	£ -	0
R6.2	Average cost of repairs completed (Priority 2 - Routine)	RP Board	Numerator	1058		50	40	35	125
			Denominator	£ 75,624.23		804.64	0.01	£ 120.00	£ 924.65
			Result	£ 71.48		£ 16.09	£ 0.00	£ 3.43	7.3972
R6.3	Average cost of repairs completed (Priority 3 - Planned)	RP Board	Numerator	492		78	67	78	223
			Denominator	£ 106,047.19		8305.39	7452.56	£ 11,639.79	£ 27,397.74
			Result	£ 215.54		£ 106.48	£ 111.23	£ 149.23	122.8598206
R7	Number of Damp and Mould cases reported	RP Board	Value	177		7	0	0	7
R8	% of repairs completed within target (Damp and Mould)	RP Board	Numerator	96		1	1	1	3
			Denominator	106		1	2	1	4
			Result	90.6%	Target?	100.0%	50.0%	100.0%	75.0%
R8.5	Number of repairs cancelled (Damp and Mould)	RP Board	Result	37		0	0	2	2
R9	Number of repairs outstanding (Damp and Mould)	RP Board	Value	50		52	50	46	148
R10	% of non-access (Damp and Mould)	RP Board	Numerator	177		7	0	0	7
			Denominator	0		0	0	0	0
			Result	N/A		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		117.0	111.5	186.0	186.0
Compliance									
C1	Properties with a valid Gas Safety Certificate; NCC performance	RP Board	Numerator	273		273	273	273	273
			Denominator	273		273	273	273	273
			Result	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
C1A	Properties with a valid Gas Safety Certificate; External Provider performance	RP Board	Numerator	102		105	108	113	113
			Denominator	102		105	108	113	113
			Result	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
C2	Properties with a valid EICR	RP Board	Numerator	471		473	478	489	489
			Denominator	471		473	479	489	489
			Result	100.0%	100.0%	100.0%	99.8%	100.0%	100.0%
C3	Properties with a CO Detector	RP Board	Numerator	272		272	272	272	272
			Denominator	272		272	272	272	272
			Result	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
C4	Blocks with a valid FRA	RP Board	Numerator	4		4	4	4	4
			Denominator	4		4	4	4	4
			Result	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
C5	FRA significant findings actions completed on time	RP Board	Numerator	0		0	0	0	0
			Denominator	0		4	4	4	4
			Result	N/A	100.0%	0.0%	0.0%	0.0%	0.0%
RP01	Proportion of homes that do not meet the Decent homes standard	RP Board	Numerator	61		63	69	4	4
			Denominator	471		473	479	489	489
			Result	13.0%	100.0%	13.3%	14.4%	0.8%	0.8%

NCH RP Balance Scorecard; Q1, 2024/25				2023/24	2024/25				
Ref.	Performance Indicator	Board	Result Type	Outturn 23/24	Target 24/25	April	May	June	Outturn 24/25
Voids									
V1	Average relet time, excluding major works; Overall	RP Board	Value	19	45	50.7	15.6	22.0	34.3
V1A	Average relet time, excluding major works; NCC Managed	RP Board	Value		45	93.9	32.0	59.7	61.9
V2A	Average relet time, excluding major works; Externally Managed	RP Board	Value		5	3.9	6.9	8.3	6.4
V2	Average relet time, no exclusions	RP Board	Value	19					
V3	Voids In Target; NCC Managed only	RP Board	Numerator	29		4	3	5	12
			Denominator	304		15	4	6	25
			Result	9.5%	0.0%	26.7%	75.0%	83.3%	48.0%
TEM2	Number of lettable voids	RP Board	Result			0	19	8	8
V4	Average cost of void repairs	RP Board	Value	£ 3,333.18		£ 5,262.03	£ 3,439.68	£ 3,625.05	£4,751.77
Housing Tenancy Management									
H1	Annual tenancy visits completed	RP Board	Numerator						0
			Denominator						0
			Result	N/A	100.0%	N/A	N/A	N/A	N/A
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									
I1	Rent collected - In Year	RP Board	Numerator	0		£ 763,638.93	£1,555,636.58	£2,331,841.28	£2,331,841.28
			Denominator	0		£ 959,383.79	£1,734,923.69	£2,511,602.09	£2,511,602.09
			Result	N/A	100.0%	79.6%	89.7%	92.8%	92.8%
I2	Current arrears as a percentage of the annual debit	RP Board	Numerator			£409,986	£396,686	£407,184	
			Denominator			£9,741,777	£9,738,638	£9,771,614	
			Result		2%	4.2%	4.1%	4.2%	4.2%
I3	Former tenant arrears collected	RP Board	Numerator			£979	£1,626	£2,399	£ 5,005
			Denominator			£467,765	£472,977	£470,577	£ 470,577
			Result	N/A	TBA	0.2%	0.3%	0.5%	1.1%
I4	Recharges collected	RP Board	Numerator	0					£ -
			Denominator	0					£ -
			Result	N/A		N/A	N/A	N/A	
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									
M1	Stage one complaints responded to within complaint handling code timescales	RP Board	Numerator	2		0	0	1	1
			Denominator	3		0	0	2	2
			Result	66.7%	99.0%	#DIV/0!	100.0%	50.0%	50.0%