

Nottingham City Council Housing Services
Overall Balanced Scorecard Report - December/Q3 2024/25

Ref.	Performance indicator	Good Performance Is	Resp. Person	23/24 Outturn	24/25 Q2	Oct-24	Nov-24	Dec-24	24/25 Q3	24/25 YTD	24/25 Target
FINANCE											
HIM6	Rent collection	Higher	SG (RH)	100.16%	N/A	99.58%	100.02%	100.87%	N/A	N/A	100.0%
HIM2	Current Tenant Arrears	Lower	SG (RH)	£3,632,530	N/A	£3,542,325	£3,532,142	£3,095,674	N/A	N/A	£3,532,530
LH001	Leasehold/Service Charge collection (rolling YTD figure)	Higher	SG (RH)	84.36%	N/A	52.01%	56.48%	61.65%	N/A	61.65%	83.0% (6.9%pm)
TEM4	Rent Loss due to Voids	Lower	SG (RH)	1.93%	N/A	1.86%	1.86%	1.87%	N/A	N/A	1.80%
HIM11	Current tenant arrears as % annual rent debit net HB	Lower	SG (RH)	3.05%	N/A	2.73%	2.72%	2.38%	N/A	N/A	3.0%
PEOPLE											
Sick	Ave sick days per employee (rolling 12 months)	Lower	ML	14.81	N/A	14.21	13.90	13.84	N/A	N/A	10.2
OPERATIONS & CUSTOMER EXPERIENCE											
R1	Repair appointments kept	Higher	AB (DS)	94.98%	93.52%	95.76%	96.26%	97.57%	N/A	N/A	97.0%
TP02	Satisfaction with Repairs	Higher	AB (DS)	64.0%	61.0%	N/A	N/A	N/A	62.0%	63.0%	75.0%
R5COM	Ave days to complete repairs	Lower	AB (DS)	Not available	N/A	34.99	37.78	38.05	N/A	N/A	28

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RP02	Repairs completed within target timescales	Higher	AB (DS)	Not available	N/A	86.74%	85.68%	89.24%	N/A	N/A	85.0%
RP02.2	Emergency Repairs in time	Higher	AB (DS)	Not available	N/A	79.76%	84.81%	86.51%	N/A	N/A	100.0%
TP09	Satisfaction with Complaint handling	Higher	PS	27.0%	30.0%	N/A	N/A	N/A	29.0%	33.0%	60.0%
V3	Ave Re-let time for all properties (GN & SLD) - Year to date	Higher	SG (RH)	45.00	N/A	40.48	40.98	41.13	N/A	N/A	45.00
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	Higher	SG	52.0%	53.0%	N/A	N/A	N/A	49.0%	53.0%	70.0%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	Higher	SG	61.0%	59.0%	N/A	N/A	N/A	62.0%	61.0%	70.0%
TP11	Satisfied that the landlord makes a positive contribution to the neighbourhood	Higher	SG	61.0%	61.0%	N/A	N/A	N/A	60.0%	61.0%	70.0%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	Higher	SG	64.0%	64.0%	N/A	N/A	N/A	61.0%	64.0%	70.0%
TP01	Overall satisfaction	Higher	PS	61.0%	61.0%	N/A	N/A	N/A	59.0%	59.0%	85.0%
	COMPLIANCE										
BS01	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	Higher	AB (DS)	99.99%	N/A	99.18%	98.96%	98.89%	N/A	N/A	100.0%
EICR001	Dwellings with a satisfactory EICR in last five years	Higher	AB (SE)	99.40%	N/A	99.28%	98.32%	99.28%	N/A	N/A	100.0%

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BS02	% Fire Risk Assessments completed in target	Higher	AB (SE)	100.0%	N/A	100.0%	100.0%	100.0%	N/A	N/A	100.0%
FIRE006	Overdue High Risk Fire Risk Assessment Actions	Lower	AB (SE/DS)	0	N/A	0	0	0	N/A	N/A	0
C5	Overdue Medium Risk Fire Risk Assessments Actions	Lower	AB (SE/DS)	19	N/A	0	0	0	N/A	N/A	0
C6	Overdue Low Risk Fire Risk Assessments Actions	Lower	AB (SE/DS)	265	N/A	159	136	95	N/A	N/A	0
RP01	% of stock that is categorised as a non-decent home	Lower	AB (SE)	0.50%	N/A	3.81%	3.81%	4.07%	N/A	N/A	0.00%
TENANT INVOLVEMENT & EMPOWERMENT											
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	Higher	PS	71.0%	72.0%	N/A	N/A	N/A	68.0%	72.0%	85.0%
TP08	Agreement that the landlord treats tenants fairly and with respect	Higher	PS	71.0%	77.0%	N/A	N/A	N/A	71.0%	75.0%	85.0%
CH02	Complaints responded to within the timescale	Higher	PS	84.70%	90.66%	95.35%	98.48%	94.20%	95.52%	91.24%	100.0%
Tenant	Data profiling on our customers is complete	Higher	PS	99.96%	N/A	99.97%	99.97%	99.97%	N/A	N/A	98.0%
HOME STANDARD											
BS03	Asbestos safety checks	Higher	AB (SE)	100.0%	N/A	100.0%	100.0%	100.0%	N/A	N/A	100.0%
BS04	Water safety checks	Higher	AB (SE)	100.0%	N/A	100.0%	100.0%	100.0%	N/A	N/A	100.0%
BS05	Lift safety checks	Higher	AB (SE)	100.0%	N/A	100.0%	100.0%	100.0%	N/A	N/A	100.0%

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TP03	Satisfaction with time taken to complete recent repair	Higher	AB (DS)	57.0%	55.0%	N/A	N/A	N/A	53.0%	55.0%	75.0%
TP04	Satisfaction that the home is well maintained	Higher	AB (SE/DS)	63.0%	63.0%	N/A	N/A	N/A	65.0%	64.0%	80.0%
TP05	Satisfaction that the home is safe	Higher	AB (SE/DS)	72.0%	79.0%	N/A	N/A	N/A	72.0%	76.0%	87.0%