

## Nottingham City Council Housing Services Exceptions Overall Balanced Scorecard Report - January 2025

Ref.	Performance indicator	Resp. Person	24/25 Target	Jan-25	24/25 YTD
TEM4	Rent Loss due to Voids	SG (RH)	1.80%	1.89%	N/A
<p>The Void rent loss has increased 0.02% in month and can be attributed to the increase of lettable voids in the system currently. The previously discussed additional electrical contractor support through United Living has started with us passing more electrical work through to them. There has been a delay due to them finding and onboarding additional contractors to cope with the volume of work that has been building up. Likewise, additional Asbestos removal has been a consequence of the additional electrical works and this continues to be the case.</p> <p>The time to match void properties to homeless households continues to impact, with the challenges being for single person accommodation; however, the Homelink team are prioritising the assessment of housing applications for homeless households matched to 'ready to let' properties. Lettings and HomeLink Managers are sending daily updates to Housing Solutions on the 'available ready to let' properties which are not on offer, and are working closely alongside Housing Solutions to support with the matching of suitable households to ready to let voids.</p>					
Sick	Ave sick days per employee (rolling 12 months)	ML	10.2	13.62	N/A
<p>We have seen month-on-month improvement in our overall average sick days per employee, going from 15.01 in April to 13.62 in January - a 9.3% decrease. The average days sick for direct (blue collar) colleagues is 15.76 compared to 11.31 for indirect (white collar) colleagues. Whilst musco-skeletal issues are not the main reason for overall sickness, it is noted and not surprising, that they are more prevalent in direct colleagues than indirect.</p>					
R5COM	Ave days to complete repairs	AB (DS)	28	42.2	N/A
<p>This has increased on last month. Throughout the year we have seen fluctuations in the time taken which is reflective of the volume and type of work needed to complete for the month. We still carry out what would be classed as large or complex repairs under a routine priority, these can take multiple trade colleagues to resolve with works planned over numerous days. There are multiple jobs within the schedule that aren't repairs or are capital, rechargeable and defect work where contractors have become insolvent.</p>					
RP02	Repairs completed within target timescales	AB (DS)	85.0%	86.50%	N/A
<p>Slight decrease this month; however, performance remains static. This is linked to resource and optimum window.</p>					
RP02.2	Emergency Repairs in time	AB (DS)	100.0%	85.15%	N/A
<p>Although performance has improved slightly in January, we have identified a range of issues with performance which we are addressing. There continues to be the ongoing issues of the NEC system not closing a job down after we have completed it with the customer which has been reported on previously.</p>					
BS01	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	AB (DS)	100.0%	98.86%	N/A
<p>1 February update - there are 259 properties non-compliant overall. We are working with the NCC legal team to prepare and pursue injunctions through the courts. The Legal team are reviewing resources; however, initially will be using their in-house team. Links have been set up with Social Services and Fuel Poverty teams and we will continue to attempt access whilst the injunction process is being carried out. We continue access attempts to all non-compliant properties and they are being revisited periodically to ensure compliance with gas Regulation 39. (where we can show that all reasonable access attempts have been made). A project has commenced to contact the tenants of all non-compliant properties and these will all be revisited to pursue access.</p>					

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EICR001	Dwellings with a satisfactory EICR in last five years (with C1 & C2 completed)	AB (SE)	100.0%	99.28%	N/A
<p>We have successfully gained access to another 10 historical over target properties since last month bringing the total down to just 130 on the EICR program (108 are awaiting TEM or legal support, 47 recent voids are awaiting an update that are showing over target, 177 over target in Total.</p>					
C6	Overdue Low Risk Fire Risk Assessments Actions	AB (SE/DS)	0	81	N/A
<p>We are managing the outside priority actions with United Living and Lovells and, as a result, January's figure of 81 shows an 83.2% reduction compared to the high of 483 in July 2024. We anticipate further reductions next month.</p>					
RP01	% of stock that is categorised as a non-decent home	AB (SE)	0.0%	2.10%	N/A
<p>January's 2.1% performance was an improvement against December's 4.07%, primarily due to the number of works being completed in Jan 25. Stock Condition Surveys (SCS), continue to be undertaken, which have identified some Housing Health and Safety Rating System (HHSRS) failures that are added monthly. These failures are promptly addressed, ensuring confidence in meeting the year-end target of 0%.</p> <p>As of 31 January, the cumulative target was set at 3,678, while the actual achievement reached 3,877, resulting in a positive variance of +199, or 5.27% ahead of the target. The RAG status is green, indicating strong performance. Overall, progress is currently ahead of target, reflecting we are on course to deliver our outcomes. For February, our cumulative target is 4,878, with a monthly output requirement of 1,200. Overall, NCC now has 14,845 SCS, representing 60% of the social housing stock completed in the past five years. The goal is to ensure that all homes have a new external SCS carried out by an independent specialist by March 2026.</p>					
CH02	Complaints responded to within the timescale	PS	100.0%	97.65%	91.87%
<p>January's 97.65% represents one of the highest performances recorded to date and demonstrates the focus and priority to manage dissatisfaction by customers by all service areas and ensure responses are being provided within prescribed timeframes. Throughout the year, performance has consistently improved with the monthly average since October 24 being 96.4%. Whilst performance improved in January, December's decrease was due to known issues in two areas that have subsequently been addressed.</p>					
NM01.1	Anti-social behaviour cases relative to the size of the landlord (Cases per 1,000 properties)	KS	27.0	34.4	N/A
<p>The number of ASB cases recorded reflects the work undertaken to promote ASB reporting. Positive promotion of the ASB service encourages more tenants to contact us about ASB. In addition, we have continued to provide refresher ASB training to Housing Patch Managers. This training has stressed the importance of using the ASB case management system to record ASB casework so that the data is reflective of service demand.</p>					