

**Nottingham City Council Housing Services  
Overall Balanced Scorecard Exceptions Report - May 2024**

Ref.	Performance indicator	Resp. Person	24/25 Target	May-24	24/25 YTD
HIM6	Rent collection	SG (RH)	100.0%	97.78%	-
<p>Throughout the annual cycle there will be fluctuations in relation to rent collection rates. These generally show lower collection in Q1 and Q4 and higher in Q2 and Q3. Below are example of reasons:</p> <ul style="list-style-type: none"> <li>•UC claims needing reverifying, a number of tenants have not done this despite our efforts so this can impact collection</li> <li>•The increase in rent takes some tenants who pay manually a couple months to increase their payments – we often have to prompt but we always encourage DD where we can.</li> <li>•In relation to the payments direct from UC for tenants in arrears, we generally will not receive these until May as they are in arrears</li> </ul> <p>It is anticipated that for the next quarter, collection rates for the year to date will improve towards 100%. We are confident that this target will be achieved by reporting year end.</p>					
HIM2	Current Tenant Arrears	SG (RH)	£3,532,530	£3,718,773	-
<p>There is a cyclical nature to collecting rent arrears each year and we are currently in a better position for April and May compared to previous years. The figures are expected to improve as the year progresses with the likelihood that the target will be achieved..</p>					
TEM4	Rent Loss due to Voids	SG (RH)	1.80%	1.88%	-
<p>Mixture of lettable and non-lettable voids. Resources agreed to support bringing down ART and VRL through 24/25</p>					
HIM11	Current tenant arrears as % annual rent debit net HB	SG (RH)	2.80%	2.86%	-
<p>Arrears have steadily reduced over a number of years, we expect this trend to continue and to reach the stretch target by the end of the financial year.</p>					
P1	Vacant Full Time Equivalents	ML		Not Available	-
<p>The Recruitment Team collects data from managers; however, there is a caveat to reporting this as it needs reconciling with information held within Finance.</p>					
Sick	Ave sick days per employee	ML	8.0	14.89	-
<p>Stress and Mental Health are by far the largest conditions recorded - these are followed by skeletal/muscular issues. In May we focused on World Meditation day and invited Balm Therapies back to host a webinar on the benefits of meditation and they also did a meditation practice with colleagues. We continue to work with managers and offer colleagues confidential 121 health coaching as well as signposting. We also started the process to work with Able Futures who will focus on providing Mental Health support for our Apprentices.</p>					
R1	Repair appointments kept	AB (DS)	97.00%	91.82%	91.13%
<p>We have met with CSC to explore why jobs are not being appointed at first point of call and duplicate work orders raised for the same issue as this is blocking up calendars. We are developing reports that look at the start and end time and jobs attended as we can't pull information from system. A further meeting about reporting is planned with NEC on 27th June. We have agreed an approach for where notes will be kept within the system to help improve visibility for CSC staff on job progress. The Business Services team continue to look at jobs planned/completed per day.</p>					
R5COM	Ave days to complete repairs	AB (DS)	28	Not available	-
<p>There are still issues around accurate reporting from the NEC system and we need to identify if there are wider user or system issues at play. A meeting took place with senior NEC managers who suggested that we may be able to use a suite of reports that they have produced for another authority - this needs to be confirmed at their end. Also, a meeting took place with a NEC consultant and internal colleagues which centred on hints and tips for report running and possibly writing a Work in Progress report. We report daily on the average time for waiting for an appointment and use this to help inform location and skill sets linked to locality and service demand. The average wait for corrective repairs is 5 days; however, this does not include jobs not appointed at first point of contact.</p>					
RP02	Repairs completed within target timescales	AB (DS)	85.00%	Not available	-

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RP02.2	Emergency Repairs in time	AB (DS)	100.0%	Not available	-
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BS01	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	AB (DS)	100.0%	99.99%	-
<p>1 property non-compliant due to Non Access – Full audit trail of letters and actions so all reasonable steps taken and compliant with regulation 36 - Property has an appointment booked for Guaranteed access 12th June pending review of any known vulnerabilities.</p>					
EICR001	Dwellings with a satisfactory EICR in last five years	AB (SE)	100.0%	99.45%	-
<p>135 over target. 16 properties are showing over target that are located within the High-rise blocks and urgent support for access is required, 1 of which is, located in VC that urgently needs a fuse board change (8 failed access cards but still no access has been provided). We are also preparing to provide TEM with a list of major non-access properties (circa. 80 properties).</p>					
C5	Overdue Medium Risk Fire Risk Assessments Actions	AB (SE/DS)	0	4	-
<p>4 are medium risk - ongoing works with Lovells and United Living to attend to these.</p>					
C6	Overdue Low Risk Fire Risk Assessments Actions	AB (SE/DS)	0	452	-
<p>773 actions of which 452 are over their due date. Ongoing works with Lovells and United Living to attend to these.</p>					
RP01	% of stock that is categorised as a non-decent Home	AB (SE)	0.00%	0.55%	-
<p>Contracts for external contracts working on DHS compliance now mobilising. May's 0.55% represents 137 properties out of 24,689 being classed as non-decent. We will pick up non-access for these works as part of wider next step actions non-access discussions</p>					
CH02	Complaints responded to within the timescale	PS	100.0%	93.33%	92.19%
<p>For May, complaint volumes for Stages 1 and 2 have seen a further reduction - this is due to an improvement in communication and appointment scheduling times. This has reduced waiting periods for works scheduled.</p> <p>The reduction in Stage 2 complaints, particularly relating to Property Services, is down to improved tracking of resolution agreements within Stage 1 complaints.</p>					
BS01	Gas safety checks	AB (DS)	100.0%	99.99%	-
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