

**Nottingham City Council Housing Services
Overall Balanced Scorecard Report - February 2025**

Ref.	Performance indicator	Good Performance Is	Resp. Person	23/24 Outturn	Dec-24	Jan-25	Feb-25	24/25 YTD/Year End	24/25 Target
OPERATIONS & CUSTOMER EXPERIENCE									
R1	Repair appointments kept	Higher	AB (DS)	94.98%	97.57%	97.23%	97.39%	N/A	97.0%
TP02	Satisfaction with Repairs	Higher	AB (DS)	64.0%	N/A	N/A	67.0%	64.0%	75.0%
R5COM-Repairs	Ave days to complete repairs	Lower	AB (DS)	28.24	38.05	42.19	33.77	N/A	28
RP02	Repairs completed within target timescales	Higher	AB (DS)	84.21%	87.13%	86.50%	88.48%	N/A	85.0%
RP02.2	Emergency Repairs in time	Higher	AB (DS)	92.37	84.36%	85.15%	82.53%	N/A	100.0%
TP09	Satisfaction with Complaint handling	Higher	PS	27.0%	N/A	N/A	37.0%	34.0%	60.0%
V3	Ave Re-let time for all properties (GN & SLD) - Year to date	Higher	SG (RH)	45.00	41.13	41.34	41.32	N/A	45.00
NM01.1	Anti-social behaviour cases relative to the size of the landlord (Cases per 1,000 properties)	Lower	KS	26.3	33.0	34.4	35.8	N/A	TBC
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	Higher	SG	52.0%	N/A	N/A	52.0%	53.0%	70.0%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	Higher	SG	61.0%	N/A	N/A	59.0%	60.0%	70.0%
TP11	Satisfied that the landlord makes a positive contribution to the neighbourhood	Higher	SG	61.0%	N/A	N/A	59.0%	61.0%	70.0%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	Higher	SG	64.0%	N/A	N/A	63.0%	64.0%	70.0%
TP01	Overall satisfaction	Higher	PS	61.0%	N/A	N/A	62.0%	59.0%	85.0%
COMPLIANCE									
BS01	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	Higher	AB (DS)	99.99%	98.89%	98.86%	98.86%	N/A	100.0%
EICR001	Dwellings with a satisfactory EICR in last five years (with C1 and C2 completed)	Higher	AB (SE)	99.40%	99.28%	99.28%	99.21%	N/A	100.0%
BS02	% Fire Risk Assessments completed in target	Higher	AB (SE)	100.0%	100.0%	100.0%	100.0%	N/A	100.0%
FIRE006	Overdue High Risk Fire Risk Assessment Actions	Lower	AB (SE/DS)	0	0	0	0	N/A	0
C5	Overdue Medium Risk Fire Risk Assessments Actions	Lower	AB (SE/DS)	19	0	0	0	N/A	0
C6	Overdue Low Risk Fire Risk Assessments Actions	Lower	AB (SE/DS)	265	95	81	75	N/A	0
RP01	% of stock that is categorised as a non-decent home	Lower	AB (SE)	0.50%	4.07%	2.10%	1.40%	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%	N/A	N/A	71.0%	72.0%	85.0%
TP08	Agreement that the landlord treats tenants fairly and with respect	Higher	PS	71.0%	N/A	N/A	73.0%	75.0%	85.0%

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CH02	Complaints responded to within the timescale	Higher	PS	84.70%	93.15%	97.75%	96.70%	92.30%	100.0%
CH01	Number of Stage 1 complaints relative to the size of the landlord (Complaints per 1,000 properties)	Lower	PS	51.5	50.2	48.0	46.9	N/A	60.0
Tenant	Data profiling on our customers is complete	Higher	PS	99.96%	99.97%	99.97%	99.97%	N/A	98.0%
HOME STANDARD									
BS03	Asbestos safety checks	Higher	AB (SE)	100.0%	100.0%	100.0%	100.0%	N/A	100.0%
BS04	Water safety checks	Higher	AB (SE)	100.0%	100.0%	100.0%	100.0%	N/A	100.0%
BS05	Lift safety checks	Higher	AB (SE)	100.0%	100.0%	100.0%	100.0%	N/A	100.0%
TP03	Satisfaction with time taken to complete recent repair	Higher	AB (DS)	57.0%	N/A	N/A	59.0%	56.0%	75.0%
TP04	Satisfaction that the home is well maintained	Higher	AB (SE/DS)	63.0%	N/A	N/A	65.0%	64.0%	80.0%
TP05	Satisfaction that the home is safe	Higher	AB (SE/DS)	72.0%	N/A	N/A	74.0%	75.0%	87.0%