

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

Ref.	Performance Indicator	Good Perf. Is	Resp. Person	24/25 Q4	Apr-25	May-25	Jun-25	Current Target
	<b>FINANCE</b>							
HIM6	Rent collection (YTD figure)	Higher	RH	N/A	98.97%	97.70%	97.92%	100.0%
HIM11a	Current Tenant Arrears	Lower	RH	N/A	£3,123,069	£3,312,020	£3,408,138	£3,532,530
LH001	Leasehold/Service Charge collection (rolling YTD figure)	Higher	RH	N/A	10.60%	18.28%	23.50%	83.00%
HIM11	Current tenant arrears as % annual rent roll	Lower	RH	N/A	2.42%	2.55%	2.62%	3.0%
	<b>PEOPLE</b>							
Sick	Ave sick days per employee (rolling 12 months)	Lower	ML	N/A	13.36	13.39	13.38	10.2
	<b>OPERATIONS &amp; CUSTOMER EXPERIENCE</b>							
R1 (local)	Responsive Repair appointments kept	Higher	DS	N/A	97.54%	96.47%	94.81%	97.0%
TP02	Satisfaction with Repairs	Higher	DS	67.0%	N/A	N/A	66.0%	75.0%
R5COM (local)	Ave days to complete Responsive repairs	Lower	DS	N/A	30.09	33.48	29.22	28
<u>RP02(1)</u>	Proportion of non-emergency responsive repairs completed within the landlord's target timescale.	Higher	DS	N/A	86.02%	89.83%	89.59%	85.0%
RP02(2)	Proportion of emergency responsive repairs completed within the landlord's target timescale.	Higher	DS	N/A	88.03%	85.98%	85.47%	100.0%
TEM4	Rent Loss due to Voids	Lower	DS	N/A	2.30%	2.34%	2.35%	1.80%
TP09	Satisfaction with Complaint handling	Higher	PS	37.0%	N/A	N/A	32.0%	60.0%
ALL ART	Ave Re-let time for all properties (GN & SLD) - Year to date	Higher	DS	N/A	40.79	39.37	TBC	45.00
NM01.1-NCC	Anti-social behaviour cases relative to the size of the landlord (Cases per 1,000 properties)	N/A	KS	N/A	27.4	28.4	28.8	27.0
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	Higher	ML	52.0%	N/A	N/A	51.0%	70.0%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	Higher	KS	59.0%	N/A	N/A	58.0%	70.0%
TP11	Satisfied that the landlord makes a positive contribution to the neighbourhood	Higher	KS	59.0%	N/A	N/A	61.0%	70.0%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	Higher	KS	63.0%	N/A	N/A	60.0%	66% (25/26) TBC (26/27)
TP01	Overall satisfaction	Higher	PS	62.0%	N/A	N/A	61.0%	64% (25/26) 68% (26/27)

Ref.	Performance Indicator	Good Perf. Is	Resp. Person	24/25 Q4	Apr-25	May-25	Jun-25	Current Target
	COMPLIANCE							
BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	Higher	DS	N/A	99.10%	99.21%	99.04%	100.0%
EICR001-NCC	Dwellings with a satisfactory Electrical Installation Condition Report (EICR) in last five years (with C1 and C2 completed)	Higher	SS	N/A	99.40%	99.52%	99.54%	100.0%
BS02-NCC	% Fire Risk Assessments completed in target	Higher	SS	N/A	100.0%	100.0%	100.0%	100.0%
FIRE006-NCC	Overdue High Risk Fire Risk Assessment Actions	Lower	SS/DS	N/A	0	0	0	0
C5 (FIRE006b-NCC)	Overdue Medium Risk Fire Risk Assessments Actions	Lower	SS/DS	N/A	0	0	0	0
C6 (FIRE006c-NCC)	Overdue Low Risk Fire Risk Assessments Actions	Lower	SS/DS	N/A	15	16	15	0
RP01-NCC	% of stock that is categorised as a non-decent home	Lower	SE	N/A	0.50%	0.50%	0.40%	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	74.0%	85.0%
TP08	Agreement that the landlord treats tenants fairly and with respect	Higher	PS	73.0%	N/A	N/A	73.0%	85.0%
CH02-NCC	Stage 1 complaints responded to within the timescale	Higher	PS	N/A	88.6%	98.8%	95.9%	99.0%
CH01-NCC	Number of Stage 1 complaints relative to the size of the landlord (Complaints per 1,000 properties)	Lower	PS	N/A	41.8	41.6	39.8	60.0
NCCHS-ED001	Data profiling on our customers is complete	Higher	PS	N/A	99.98%	99.98%	99.99%	98.0%
	HOME STANDARD							
BS03-NCC	Asbestos safety checks	Higher	SS	N/A	100.0%	100.0%	100.0%	100.0%
BS04-NCC	Water safety checks	Higher	SS	N/A	100.0%	100.0%	100.0%	100.0%
BS05-NCC	Lift safety checks	Higher	SS	N/A	100.0%	100.0%	100.0%	100.0%
TSMWIP-LEG	No. current live Disrepair cases awaiting settlement or closure	Lower	SS	N/A	566	574	484	To reduce
D3.1	≤ 1 month from letter of claim	Lower	SS	N/A	55	49	37	
D3.2	1 - 3 months	Lower	SS	N/A	79	131	105	
D3.3	3 - 6 months	Lower	SS	N/A	87	51	97	
D3.4	6 - 12 months	Lower	SS	N/A	147	140	109	
D3.5	12 months +	Lower	SS	N/A	198	203	136	
DM1	Total number of Live tenant reported Damp and Mould cases with remedial works outstanding	Lower	SS	N/A	959	964	762	To reduce
DM1.1	≤ 1 month	Lower	SS	N/A	58	112	58	
DM1.2	1 - 3 months	Lower	SS	N/A	375	123	52	
DM1.3	3 - 6 months	Lower	SS	N/A	321	387	264	
DM1.4	6 - 12 months	Lower	SS	N/A	100	309	315	
DM1.5	12 months +	Lower	SS	N/A	105	33	73	
TP03	Satisfaction with time taken to complete recent repair	Higher	DS	59.0%	N/A	N/A	57.0%	75.0%
TP04	Satisfaction that the home is well maintained	Higher	SE	65.0%	N/A	N/A	66.0%	80.0%
TP05	Satisfaction that the home is safe	Higher	SS	74.0%	N/A	N/A	74.0%	87.0%

