

Nottingham City Council Housing Services
Overall Balanced Scorecard Report - November 2024

| Ref. | Performance indicator | Good Performance Is | Resp. Person | 23/24 Outturn | Sep-24 | Oct-24 | Nov-24 | 24/25 YTD | 24/25 Target |
|---|--|---------------------|--------------|---------------|---------------|---------------|---------------|-----------|----------------|
| FINANCE | | | | | | | | | |
| HIM6 | Rent collection | Higher | SG (RH) | 100.16% | 100.02% | 99.58% | 100.02% | N/A | 100.0% |
| HIM2 | Current Tenant Arrears | Lower | SG (RH) | £3,632,530 | £3,507,294 | £3,542,325 | £3,532,142 | N/A | £3,532,530 |
| LH001 | Leasehold/Service Charge collection | Higher | SG (RH) | 84.36% | 4.99% | 6.01% | 4.47% | 56.47% | 83.0% (6.9%pm) |
| TEM4 | Rent Loss due to Voids | Lower | SG (RH) | 1.93% | 1.86% | 1.86% | 1.86% | N/A | 1.80% |
| HIM11 | Current tenant arrears as % annual rent debit net HB | Lower | SG (RH) | 3.05% | 2.70% | 2.73% | 2.72% | N/A | 3.0% |
| PEOPLE | | | | | | | | | |
| Sick | Ave sick days per employee (rolling 12 months) | Lower | ML | 14.81 | 14.3 | 14.21 | 13.9 | N/A | 10.2 |
| OPERATIONS & CUSTOMER EXPERIENCE | | | | | | | | | |
| R1 | Repair appointments kept | Higher | AB (DS) | 94.98% | 95.32% | 95.76% | 96.26% | N/A | 97.0% |
| R5COM | Ave days to complete repairs | Lower | AB (DS) | Not available | Not available | Not available | Not available | N/A | 28 |
| RP02 | Repairs completed within target timescales | Higher | AB (DS) | Not available | Not available | Not available | Not available | N/A | 85.0% |

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| RP02.2 | Emergency Repairs in time | Higher | AB (DS) | Not available | Not available | Not available | Not available | N/A | 100.0% |
| V3 | Ave Re-let time for all properties (GN & SLD) - Year to date | Higher | SG (RH) | 7.99 | 39.59 | 40.48 | 40.98 | 43.94 | 45.00 |
| COMPLIANCE | | | | | | | | | |
| BS01 | % Domestic properties with valid Landlords Gas Safety Certificate (LGSR) | Higher | AB (DS) | 99.99% | 99.66% | 99.18% | 98.96% | N/A | 100.0% |
| EICR001 | Dwellings with a satisfactory EICR in last five years | Higher | AB (SE) | 99.40% | 99.32% | 99.20% | 98.78% | 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 | 168 | 159 | 136 | N/A | 0 |
| RP01 | % of stock that is categorised as a non-decent home | Lower | AB (SE) | 0.50% | 3.72% | 3.81% | 3.81% | N/A | 0.00% |
| TENANT INVOLVEMENT & EMPOWERMENT | | | | | | | | | |
| CH02 | Complaints responded to within the timescale | Higher | PS | 84.70% | 88.46% | 95.35% | 98.48% | N/A | 100.0% |

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| 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% |