

Nottingham City Council Housing Services Overall Balanced Scorecard Report - March 2025									
Ref.	Performance Indicator	Good Perf. Is	Resp. Person	23/24 Outturn	Jan-25	Feb-25	Mar-25	24/25 Outturn	24/25 Target
	FINANCE								
HIM6	Rent collection (YTD figure)	Higher	SG (RH)	100.16%	100.55%	100.55%	100.50%	N/A	100.0%
HIM11a	Current Tenant Arrears	Lower	SG (RH)	£3,632,530	£3,183,613	£3,175,615	£3,090,497	N/A	£3,532,530
LH001	Leasehold/Service Charge collection (rolling YTD figure)	Higher	SG (RH)	84.36%	66.50%	70.95%	86.67%	N/A	83.00%
TEM4	Rent Loss due to Voids	Lower	SG (RH)	1.93%	1.89%	1.91%	1.95%	N/A	1.80%
HIM11	Current tenant arrears as % annual rent roll	Lower	SG (RH)	3.05%	2.45%	2.45%	2.38%	N/A	3.0%
	PEOPLE								
Sick	Ave sick days per employee (rolling 12 months)	Lower	ML	14.81	13.62	13.35	13.34	N/A	10.2
	OPERATIONS & CUSTOMER EXPERIENCE								
R1	Repair appointments kept	Higher	DS	94.98%	97.23%	97.39%	97.20%	N/A	97.0%
R5COM-Repairs	Ave days to complete repairs	Lower	DS	28.24	42.19	33.77	42.80	N/A	28
RP02	Repairs completed within target timescales	Higher	DS	84.21%	86.50%	88.48%	85.90%	N/A	85.0%
RP02.2	Emergency Repairs in time	Higher	DS	92.37	85.15%	82.53%	85.17%	N/A	100.0%
ALL ART	Ave Re-let time for all properties (GN & SLD) - Year to date	Higher	SG (RH)	45.00	41.34	41.32	41.88	N/A	45.00
NM01.1-NCC	Anti-social behaviour cases relative to the size of the landlord (Cases per 1,000 properties)	Lower	KS	26.3	34.4	35.8	26.7	N/A	27.0
	COMPLIANCE								
BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	Higher	DS	99.99%	98.86%	98.86%	98.94%	N/A	100.0%
EICR001-NCC	Dwellings with a satisfactory EICR in last five years (with C1 and C2 completed)	Higher	SE	99.40%	99.28%	99.21%	99.35%	N/A	100.0%
BS02-NCC	% Fire Risk Assessments completed in target	Higher	SE	100.0%	100.0%	100.0%	100.0%	N/A	100.0%
FIRE006-NCC	Overdue High Risk Fire Risk Assessment Actions	Lower	SE/DS	0	0	0	0	N/A	0
C5 (FIRE006b-NCC)	Overdue Medium Risk Fire Risk Assessments Actions	Lower	SE/DS	19	0	0	0	N/A	0
C6 (FIRE006c-NCC)	Overdue Low Risk Fire Risk Assessments Actions	Lower	SE/DS	265	81	75	48	N/A	0
RP01-NCC	% of stock that is categorised as a non-decent home	Lower	SE	0.50%	2.10%	1.40%	0.30%	N/A	0.00%

	TENANT INVOLVEMENT & EMPOWERMENT								
CH02-NCC	Complaints responded to within the timescale	Higher	PS	84.70%	97.75%	96.70%	97.96%	92.54%	100.0%
CH01-NCC	Number of Stage 1 complaints relative to the size of the landlord (Complaints per 1,000 properties)	Lower	PS	51.5	48.0	46.9	42.8	N/A	60.0
NCCHS-ED001	Data profiling on our customers is complete	Higher	PS	99.96%	99.97%	99.97%	99.98%	N/A	98.0%
CH02c	Escalation of complaints to Stage Two (rolling year)	Lower	PS	15.5%	11.00%	8.43%	9.86%	N/A	N/A
	HOME STANDARD								
BS03-NCC	Asbestos safety checks	Higher	SE	100.0%	100.0%	100.0%	100.0%	N/A	100.0%
BS04-NCC	Water safety checks	Higher	SE	100.0%	100.0%	100.0%	100.0%	N/A	100.0%
BS05-NCC	Lift safety checks	Higher	SE	100.0%	100.0%	100.0%	100.0%	N/A	100.0%
TSMWIP-LEG	NEW: No. current live Disrepair cases awaiting settlement or closure	Lower	SE	758	596	582	559	N/A	Information Only
D3.1	≤ 1 month from letter of claim	Lower	SE				37	N/A	
D3.2	1 - 3 months	Lower	SE				64	N/A	
D3.3	3 - 6 months	Lower	SE				98	N/A	
D3.4	6 - 12 months	Lower	SE				168	N/A	
D3.5	12 months +	Lower	SE				192	N/A	
TSMWIP-DMC	NEW: No. Live cases with Damp and Mould to be removed	Lower	SE	1,083	239	156	152	N/A	Information Only