

Nottingham City Council Housing Services Overall Balanced Scorecard Report - August 2025							
Ref.	Performance Indicator	Good Perf. Is	Aug-24	Jun-25	Jul-25	Aug-25	Current Target
	<b>FINANCE</b>						
HIM6	Rent collection (YTD figure)	Higher	100.62%	97.92%	97.47%	100.71%	100.0%
HIM11a	Current Tenant Arrears	Lower	£3,341,698	£3,408,138	£3,448,425	£2,986,163	£3,532,530
LH001	Leasehold/Service Charge collection (rolling YTD figure)	Higher	41.01%	23.50%	30.81%	36.93%	83.00%
HIM11	Current tenant arrears as % annual rent roll	Lower	2.57%	2.62%	2.65%	2.29%	3.0%
	<b>PEOPLE</b>						
S1	Ave sick days per employee (rolling 12 months)	Lower	14.44	13.38	13.62	14.00	10.2
	<b>OPERATIONS &amp; CUSTOMER EXPERIENCE</b>						
R1 (local)	Responsive Repair appointments kept	Higher	93.33%	94.81%	92.04%	93.76%	97.0%
R5COM (local)	Ave days to complete Responsive repairs	Lower	56.36	27.03	16.39	11.9	28
R5COM-P1	Ave days to complete Emergency Responsive repairs (Priority 1)	Lower			1.11	1.55	1
R5COM-P2	Ave days to complete Non-Urgent Responsive repairs (Priority 2)	Lower			20.99	15.47	28
R5COM-P3	Ave days to complete Planned Responsive repairs (Priority 3)	Lower			25.43	15.58	90
RP02(1)	Proportion of all responsive repairs (Priority 1/2/3) completed within the landlord's target timescale.	Higher	85.14%	89.59%	85.60%	90.13%	75.0%
RP02.2 (P1)	Proportion of Emergency responsive repairs (Priority 1) completed within the landlord's target timescale.	Higher		85.47%	82.50%	81.64%	100.0%
RP02.2 (P2)	Proportion of Non-Urgent responsive repairs (Priority 2) completed within the landlord's target timescale.	Higher			75.91%	72.85%	75.0%
RP02.2 (P3)	Proportion of Planned responsive repairs (Priority 3) completed within the landlord's target timescale.	Higher			99.91%	99.72%	85.0%
TEM4	Rent Loss due to Voids	Lower	1.85%	2.35%	2.37%	2.38%	1.80%
ALL ART	Ave Re-let time for all properties (GN & SLD) - Year to date	Higher	38.62	40.95	42.22	41.75	45.00
NM01.1-NCC	Anti-social behaviour cases relative to the size of the landlord (Cases per 1,000 properties)	N/A	29.3	28.8	29.2	29.4	27.0
	<b>COMPLIANCE</b>						
BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	Higher	99.89%	99.04%	98.92%	98.85%	100.0%
EICR001-NCC	Dwellings with a satisfactory Electrical Installation Condition Report (EICR) in last five years (with P1/P2 completed)	Higher	99.49%	99.54%	99.52%	99.48%	100.0%
BS02-NCC	% Fire Risk Assessments completed in target	Higher	100.0%	100.0%	100.0%	100.0%	100.0%

Ref.	Performance indicator	Good Perf. Is	Aug-24	Jun-25	Jul-25	Aug-25	Current Target
FIRE006-NCC	Overdue High Risk Fire Risk Assessment Actions	Lower	0	0	0	0	0
C5 (FIRE006b-NCC)	Overdue Medium Risk Fire Risk Assessments Actions	Lower	0	0	0	0	0
C6 (FIRE006c-NCC)	Overdue Low Risk Fire Risk Assessments Actions	Lower	379	15	10	3	0
RP01-NCC	% of stock that is categorised as a non-decent home	Lower	6.80%	0.40%	0.48%	0.57%	0.00%
CUSTOMER PERCEPTION							
CH02-NCC	Stage 1 complaints responded to within the timescale	Higher	91.36%	95.89%	97.78%	96.39%	99.0%
CH01-NCC	Number of Stage 1 complaints relative to the size of the landlord (Complaints per 1,000 properties)	Lower	53.2	39.77	39.27	39.40	60.0
CH01b-NCC	Number of Stage 2 complaints received (per 1,000 properties)	Lower	7.1	7.20	7.60	7.49	7.0
CH02b-NCC	Proportion of Stage 2 complaints responded to within timescales	Higher	75.0%	100.0%	100.0%	100.0%	99.0%
NCCHS-ED001	Data profiling on our customers is complete	Higher	99.97%	99.99%	99.99%	99.99%	98.0%
HOME STANDARD							
BS03-NCC	Asbestos safety checks	Higher	100.0%	100.0%	100.0%	100.0%	100.0%
BS04-NCC	Water safety checks	Higher	100.0%	100.0%	100.0%	100.0%	100.0%
BS05-NCC	Lift safety checks	Higher	100.0%	100.0%	100.0%	100.0%	100.0%
TSMWIP-LEG	No. current live Disrepair cases awaiting settlement or closure	Lower	690	484	485	508	To reduce
D3.1	≤ 1 month from letter of claim	Lower		37	42	33	
D3.2	1 - 3 months	Lower		105	84	100	
D3.3	3 - 6 months	Lower		97	141	142	
D3.4	6 - 12 months	Lower		109	115	121	
D3.5	12 months +	Lower		136	103	114	
DM1	Total number of Live tenant reported Damp and Mould cases with remedial works outstanding	Lower		762	734	682	To reduce
DM1.1	≤ 1 month	Lower		58	43	74	
DM1.2	1 - 3 months	Lower		52	66	39	
DM1.3	3 - 6 months	Lower		264	160	153	
DM1.4	6 - 12 months	Lower		315	381	311	
DM1.5	12 months +	Lower		73	84	105	