

**Nottingham City Council Housing Services  
Overall Balanced Scorecard Report - April 2024**

Ref.	Performance indicator	Resp. Person	Mar-24	23/24 Outturn	Apr-24	24/25 Target
<b>FINANCE</b>						
HIM6	Rent collection	SG (RH)	100.16%	100.16%	97.58%	100.0%
HIM2	Current Tenant Arrears	SG (RH)	£3,632,530	£3,632,530	£3,670,035	£3,532,530
LH001	Leasehold/Service Charge collection	SG (RH)	84.36%	84.36%	14.71%	83% (6.9% target per month)
TEM4	Rent Loss due to Voids	SG (RH)	1.93%	1.93%	1.90%	1.80%
HIM11	Current tenant arrears as % annual rent debit net HB	SG (RH)	3.05%	3.05%	2.91%	2.80%
<b>PEOPLE</b>						
P1	Vacant Full Time Equivalents	ML	Not Available	Not Available	Not Available	
P2	Number of Agency Staff	ML	32	TBA	32	TBA
Sick	Ave sick days per employee	ML	14.81	14.81	15.01	8
<b>OPERATIONS &amp; CUSTOMER EXPERIENCE</b>						
R1	Repair appointments kept	AB (DS)	92.3%	95.0%	90.5%	97.0%
R5COM	Ave days to complete repairs	AB (DS)	Not Available	Not available	Not available	28
RP02	Repairs completed within target timescales	AB (DS)	Not Available	Not available	Not available	85.0%
RP02.2	Emergency Repairs in time	AB (DS)	Not Available	Not available	Not available	100.0%
Voids	No of New Voids	SG (RH)	91	TBA	94	N/A
ALL-ART	Ave Re-let time for all properties (GN & SLD) - Year to date	SG (RH)	45	42.99	32.00	45
<b>COMPLIANCE</b>						
BS01	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	AB (DS)	99.99%	99.99%	100.0%	100.0%
EICR001	Dwellings with a satisfactory EICR in last five years	AB (SE)	99.40%	99.40%	99.39%	100.0%
BS02	% Fire Risk Assessments completed in target	AB (SE)	100.00%	100.0%	100.0%	100.0%
FIRE006	Overdue High Risk Fire Risk Assessment Actions	AB (SE/DS)	0	0	0	0
C5	Overdue Medium Risk Fire Risk Assessments Actions	AB (SE/DS)	19	19	0	0

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C6	Overdue Low Risk Fire Risk Assessments Actions	AB (SE/DS)	265	265	368	0
RP01	% of stock that is categorised as a non-decent Home	AB (SE)	0.50%	0.50%	0.50%	0.0%
<b>TENANT INVOLVEMENT AND EMPOWERMENT</b>						
CH02	Complaints responded to within the timescale	PS	79.3%	84.70%	91.18%	100.0%
Tenant	Data profiling on our customers is complete	PS	99.96%	99.96%	99.96%	98.0%
CH02b	Escalation of complaints to Stage Two (rolling year)	PS	15.5%	15.5%	14.03%	TBA
<b>HOME STANDARD</b>						
BS01	Gas safety checks	AB (DS)	99.99%	99.99%	100.0%	100.0%
BS03	Asbestos safety checks	AB (SE)	100.0%	100.0%	100.0%	100.0%
BS04	Water safety checks	AB (SE)	100.0%	100.0%	100.0%	100.0%
BS05	Lift safety checks	AB (SE)	100.0%	100.0%	100.0%	100.0%