

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

Ref.	Performance indicator	Resp. Person	24/25 Target	Apr-24
HIM6	Rent collection	SG (RH)	100.0%	97.58%
<p>Throughout the annual cycle there will be fluctuations in relation to rent collection rates. These generally show lower collection in Q1 and Q4 and higher in Q2 and Q3. Below are example of reasons:</p> <ul style="list-style-type: none"> •UC claims needing reverifying, a number of tenants have not done this despite our efforts so this can impact collection •The increase in rent takes some tenants who pay manually a couple months to increase their payments – we often have to prompt but we always encourage DD where we can. •In relation to the payments direct from UC for tenants in arrears, we generally will not receive these until May as they are in arrears <p>It is anticipated that for the next quarter, collection rates for the year to date will improve towards 100%.</p>				
HIM2	Current Tenant Arrears	SG (RH)	£3,532,530	£3,670,035
<p>Arrears have steadily reduced over a number of years, we expect this trend to continue and to reach the stretch target by the end of the financial year.</p>				
TEM4	Rent Loss due to Voids	SG (RH)	1.80%	1.90%
<p>Mixture of lettable and non-lettable voids. Resources agreed to support bringing down ART and VRL through 24/25</p>				
HIM11	Current tenant arrears as % annual rent debit net HB	SG (RH)	2.80%	2.91%
<p>Arrears have steadily reduced over a number of years, we expect this trend to continue and to reach the stretch target by the end of the financial year.</p>				
P1	Vacant Full Time Equivalents	ML		Not Available
<p>Reporting and HR policy being developed. Still awaiting further details to get establishment figures from finance</p>				
Sick	Ave sick days per employee	ML	8.0	15.01
<p>In April we concentrated on Stress Awareness month. We hosted a webinar to discuss Mental Health support tools and invited Notts County Foundation and Balm Therapies to come along to put on interactive sessions focusing on Mental Health support and recovery. We continue to work with managers and offer colleagues confidential 121 health coaching as well as signposting.</p>				
R1	Repair appointments kept	AB (DS)	97.00%	90.71%
<p>We are starting to look at why jobs are not being appointed at first point of call due to a growing number of jobs being pushed through for a manual appointment. We still do not have access to comprehensive data to interrogate; however, we are working with NEC and internal team to improve management information. We have, as an interim measure, created some reports but they do not give us a full picture of what we need. An escalation meeting with NEC is scheduled for 6th June.</p>				
R5COM	Ave days to complete repairs	AB (DS)	28	Not Available
<p>As with other performance measures, we are still not a position to produce robust and timely management reports. A meeting is planned with Norwich City Council who are working with NEC and internal NCC colleagues to try and understand the way they have configured their system to look at what we can apply to help us. Meetings are being arranged with NEC to look at performance reports commencing 6th June. We have established our own report on jobs outside of target and forensically going through these to identify any system and people issues.</p>				

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R2COM	Repairs completed within target timescales	AB (DS)	85.00%	Not Available
<p>As with other performance measures, we are still not a position to produce robust and timely management reports. A meeting is planned with Norwich City Council who are working with NEC and internal NCC colleagues to try and understand the way they have configured their system to look at what we can apply to to help us. Meetings are being arranged with NEC to look at performance reports commencing 6th June. We have established our own report on jobs outside of target and forensically going through these to identify any system and people issues.</p>				
RP02	Emergency Repairs in time	AB (DS)	100.0%	Not Available
<p>As with other performance measures, we are still not a position to produce robust and timely management reports; however, we are manually checking all emergency repairs to ensure works are being picked up. A meeting is planned with Norwich City Council who are working with NEC and internal NCC colleagues to try and understand the way they have configured their system to look at what we can apply to to help us. Meetings are being arranged with NEC to look at performance reports commencing 6th June. We have established our own report on jobs outside of target and forensically going through these to identify any system and people issues.</p>				
EICR001	Dwellings with a satisfactory EICR in last five years	AB (SE)	100.0%	99.39%
<p>Performance is affected by non-access issues. Property Services continues to work with TEM and Legal to gain access. We are in the process of setting up a 'No Access' group.</p>				
C6	Overdue Low Risk Fire Risk Assessments Actions	AB (SE/DS)	0	368
<p>785 Low-risk actions of which 368 are over their due date. 356 are repairs, 10 are Asset and 2 are Housing issues. With the completion of the contract, Lovells and United Living have now commenced these actions. The Housing actions are now complete.</p>				
RP01	% of stock that is categorised as a non-decent Home	AB (SE)	0.00%	0.50%
<p>We report annually against this measure. Contracts for external contracts to be wet signed. Mobilisation activity for approved 24/25 capital investment programme started.</p>				
CH02	Complaints responded to within the timescale	PS	100.0%	91.18%
<p>Tenancy & Estate Services DMT (fortnightly) share learning from stage 1,2 and Ombudsman determinations and this is recorded on our learning log. Performance improving through dedicated Resolution Officer resource in Property Services Streamlined approach around Single Response Approach to help teams working together to work closely in providing full response Weekly complaints clinics to target performance and ensure responses completed Training around improved letter writing and empathy with customers Customer Improvement Group to review and discuss complaints / dissatisfaction / learning across teams Introduction of transactional satisfaction surveys for Complaint handling stages issued to customers at end of stage 1 complaints.</p>				