

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

Ref.	Performance indicator	Resp. Person	24/25 Target	Jun-24	24/25 Q1
HIM6	Rent collection	SG (RH)	100.0%	97.87%	N/A
<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"> <li>• UC claims needing reverifying, a number of tenants have not done this despite our efforts so this can impact collection</li> <li>• 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</li> <li>• 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</li> </ul> <p>It is anticipated that for the next quarter, collection rates for the year to date will improve towards 100%. We are confident that this target will be achieved by reporting year end.</p>					
HIM2	Current Tenant Arrears	SG (RH)	£3,532,530	£4,003,792	N/A
<p>There is a cyclical nature to collecting rent arrears each year and we are currently in a better position compared to previous years. The figures are expected to improve as the year progresses with the likelihood that the target will be achieved..</p>					
TEM4	Rent Loss due to Voids	SG (RH)	1.80%	1.87%	N/A
<p>Additional support from United Living contractor will start in August following mobilisation. Extra internal resources will also be focussed on voids to start to clear post-Covid backlog.</p>					
HIM11	Current tenant arrears as % annual rent debit net HB	SG (RH)	2.80%	3.09%	N/A
<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	Not Available
<p>The Recruitment Team collects data from managers; however, there is a caveat to reporting this as it needs reconciling with information held within Finance.</p>					
Sick	Ave sick days per employee	ML	8.0	14.64	N/A
<p>Awaiting update from HR</p>					
R1	Repair appointments kept	AB (DS)	97.0%	94.08%	91.56%
<p>We have adopted a 'no fail' appointment process whereby flexible resources are made available to ensure that insufficient resources is not used as an excuse to fail appointments. This is a relatively recently adopted approach and incremental improvements are expected over the next quarter. The visibility of this in the system requires manual intervention.</p>					
R5COM	Ave days to complete repairs	AB (DS)	28	Not available	Not available
<p>There is still no reliable data coming out of the NEC system. This measure is impacted by the NEC work order close down issues so, until that is resolved, we are not getting an accurate picture of performance. We are working with IT and NEC on this; however, we have no timeline for a resolution.</p>					
RP02	Repairs completed within target timescales	AB (DS)	85.0%	Not available	Not available
<p>There is still no reliable data coming out of the NEC system. This measure is impacted by the NEC work order close down issues so, until that is resolved, we are not getting an accurate picture of performance. We are working with IT and NEC on this; however, we have no timeline for a resolution.</p>					
RP02.2	Emergency Repairs in time	AB (DS)	100.0%	Not available	Not available

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<b>BS01</b>	<b>% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)</b>	<b>AB (DS)</b>	<b>100.0%</b>	<b>99.96%</b>	<b>N/A</b>
<p>At the 1st July there were 9 properties non-compliant. The main cause of these properties becoming non-compliant was an IT system failure which lasted for 4 weeks. All paperwork had to be collated and entered manually which created backlogs in processing paperwork, overloaded reports and duplication. All 9 properties now have a valid gas safety certificate and are fully compliant.</p>					
<b>EICR001</b>	<b>Dwellings with a satisfactory EICR in last five years</b>	<b>AB (SE)</b>	<b>100.0%</b>	<b>99.46%</b>	<b>N/A</b>
<p>119 occupied were target (11 recent void) - Assistance is required from TEM for vulnerable, hoarding, health issues we encounter at properties we visit. Several EWO reports have been made; however, there has been little progress reported in NEC via the HPM. We need clarity on legal support processes. TEM are returning cases back to our team stating that they are unable to assist and that we need to follow our own legal processes. We have encountered a large spike in DIY electricians being found at properties, in particular downlights. Once discovered during an EICR they are disconnected and made safe.</p>					
<b>C6</b>	<b>Overdue Low Risk Fire Risk Assessments Actions</b>	<b>AB (SE/DS)</b>	<b>0</b>	<b>410</b>	<b>N/A</b>
<p>883 actions of which 410 are over their due date. Ongoing works with Lovells and United Living to attend to these.</p>					
<b>RP01</b>	<b>% of stock that is categorised as a non-decent Home</b>	<b>AB (SE)</b>	<b>0.0%</b>	<b>0.56%</b>	<b>N/A</b>
<p>Contracts for external contracts working on DHS compliance now mobilising. June's 0.56% represents 137 properties out of 24,667 being classed as non-decent. We will pick up non-access for these works as part of wider next step actions non-access discussions</p>					
<b>CH02</b>	<b>Complaints responded to within the timescale</b>	<b>PS</b>	<b>100.0%</b>	<b>83.19%</b>	<b>88.71%</b>
<p>There was a dip in performance in June resulting from a small number of complaints going out of target. These related to complaints assigned to NCC Garden Assist. Following intervention from the AD in TEM these are now being assigned and responded to by NCCHS in future to ensure responses are managed. Property Services also experienced a dip due to staff resources/absences within RSM's - again, these have now been addressed and for future, a contingency plan is in place through the Property Services Resolutions Manager to ensure targets are met for future absences.</p>					