

Nottingham City Council Housing Services

Exceptions Overall Balanced Scorecard Report - February 2025

Ref.	Performance indicator	Resp. Person	24/25 Target	Feb-25	24/25 YTD/Year End
TEM4	Rent Loss due to Voids	SG (RH)	1.80%	1.91%	N/A

The Void rent loss has increased 0.02% in month and can still be attributed to the high numbers of lettable voids in the system currently. The previously discussed additional electrical contractor support through United Living has started to make inroads, with us passing more electrical work through to them, and 2 other contractors due to the volume of work that has been building up. We still require additional Asbestos removal to be undertaken as a consequence of the additional electrical works and this continues to be the case.

The time to match void properties to homeless households continues to impact, with the challenges being for single person accommodation; however, the Homelink team are prioritising the assessment of housing applications for homeless households matched to 'ready to let' properties. Lettings and HomeLink Managers are sending daily updates to Housing Solutions on the 'available ready to let' properties which are not on offer, and are working closely alongside Housing Solutions to support with the matching of suitable households to ready to let voids.

Sick	Ave sick days per employee (rolling 12 months)	ML	10.2	13.35	N/A
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We have seen month-on-month improvement in our overall average sick days per employee, going from 15.01 in April to 13.35 in February - an 11.1% decrease. The average days sick for direct (blue collar) colleagues is 15.37 compared to 11.27 for indirect (white collar) colleagues. Whilst musco-skeletal issues are not the main reason for overall sickness, it is noted and not surprising, that they are more prevalent in direct colleagues than indirect.

Employees who have been off sick for over 6 months has been coming down and a number of people have recently been dismissed.

Overall the absence rates for Housing are on the downward trajectory and we will continue to make timely interventions, especially on short term persistent absence cases.

TP02	Satisfaction with Repairs	AB (DS)	75.0%	67.0%	64.0%
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For this period, there has been a 5% increase in satisfaction with the repairs service. The positive trend is demonstrated by the results received via Bright Navigator (Sabio). The feedback received from customers and a reduction in complaints also provides assurance that the repairs service is improving. The continuation of the instruction for trade colleagues to stay on site to complete a repair on the given appointment (and agile working amongst teams to cover any jobs in jeopardy) has resulted in customers being more happier with repairs carried out. The complaints meeting is still held weekly, with a focus on reviewing learning outcomes and reviewing service delivery to embed changes required.

R5COM (local)	Ave days to complete Responsive repairs	AB (DS)	28	33.8	N/A
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Overall, for all priorities, the days taken to complete a repair is slowly improving. However with additional trade colleagues joining the team in the forthcoming months, this will allow the team to attend and complete jobs quicker.

RP02	Emergency Repairs in time	AB (DS)	100.0%	82.53%	N/A
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The figure has decreased this month; however, as the 'Average days between Priority 1 repair being raised and attended (RSC41)' confirms that priority 1 jobs are attended to within 0.72 days, this suggests that there are either housekeeping issues or that follow-on work is possibly being completed on the same order. Further analysis is being undertaken to review the jobs.

Ref.	Performance indicator	Resp. Person	24/25 Target	Feb-25	24/25 YTD/Year End
TP09	Satisfaction with Complaint handling	PS	60.0%	37.0%	34.0%

The increasing satisfaction levels demonstrate the ongoing work that all areas are putting in to improve overall handling of complaints, specifically relating to levels of communication and handling times. For example, Property Services senior management recently issued instruction to staff on expected levels of communication regarding complaints to ensure customers are being contacted effectively with updated information and rearranged appointment dates. They have also directed staff to complete complaint responses within a shorter period, holding themselves to standards higher than those set out as a minimum within the complaints policy.

TP06	Satisfaction that the landlord listens to tenant views and acts upon them	SG	70.0%	52.0%	53.0%
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Whilst TSM feedback has remained the same at 52% the Housing Assurance Board has now met 4 times and there is evidence to show that tenants are being listened to through the formal framework for involvement in terms of Policy review and development. A number of consultation activities are live for service areas including Rents, IL, TEM, ASB and REIBS. The first Deep Dive Scrutiny as NCCHS will be proposed for Grounds Maintenance at the next HAB meeting. Feedback has been received about this service and we have evidence of listening and acting on what our tenants have told us. Place based activity continues to provide a route for tenants to have a voice and the repairs team recently attended a bespoke session at Byron Court to listen to feedback and provide a whole service response. HAB have reviewed how they would like to receive performance data for review and we have listened to them to make sure they receive timely and relevant updates and can request representation of service areas to explain service performance in more detail.

TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	SG	70.0%	59.0%	60.0%
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Performance has dropped again for this quarter and still remains under target. We are working closely with NCC Greenspace and the Natural Environment team to improve services to ensure that communal areas are maintained and managed to an appropriate level. Work on development of a new SSA is underway including a detailed specification matrix which will identify HRA land and how this will be managed.

Communal areas within blocks are managed by E&C. To better understand the service standards required, we are re-commencing with high rise block surveys and identifying performance management issues.

TP11	Satisfied that the landlord makes a positive contribution to the neighbourhood	SG	70.0%	59.0%	61.0%
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The TEM team is working closely with E&C service and NCC Greenspace to manage estates to appropriate levels. We are attending regular meetings with Service leads for Greenspace to understand expectations. We are reviewing survey results by ward as an initial study and then look to adding further layers to identify any commonality and trends.

TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	SG	70.0%	63.0%	64.0%
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During Q4, 63% of the respondents were satisfied with the approach to handling ASB, this is a 2ppts increase compared with Q3; however, it remains below the target of 70%. Performance at year-end is 64% - the same as the 23/24 outturn.

We received limited feedback regarding tenants' dissatisfaction with our approach to addressing ASB, as there is no specific comment field for this question. However, we will review feedback from other questions to identify any indicators of dissatisfaction related to ASB.

Of those surveyed, not all the respondents will have had contact with Housing Services to report ASB and respondents' perception will be driven by many factors, including some outside of the direct control of Housing Services. We will continue to work in partnership with the wider Council and Police to tackle ASB in our neighbourhoods using the full range of tools and powers available. We will continue to be an active partner in neighbourhood days of action and the monthly multi-agency strategic and operational problem-solving model. We will continue to work with the tenant-led Housing Services ASB Service Improvement Group (SIG) to identify and deliver service improvements. In consultation with the group, a new set of ASB service standards has been drafted.

Ref.	Performance indicator	Resp. Person	24/25 Target	Feb-25	24/25 YTD/Year End
TP01	Overall satisfaction	PS	85.0%	62.0%	59.0%
<p>Q4 24/25 outcome continued a pattern of slow but sustained positive trajectory since the low point of Q4 2023/24 & Q1 2024/25. Key drivers supporting this improvement have been the increased satisfaction levels for Repairs in the last 12 months, which at 67% is the highest level of satisfaction since TSM surveys commenced, Time taken to carry out Repairs at 59% which is the best performance in over a year, and satisfaction with Complaint Handling at 37%. Whilst these 3 indicators are the biggest individual drivers to overall satisfaction performance, it is important to be mindful that whilst the improvements being made in Repairs generally, and in the way Complaints are handled specifically are driving the number, supporting indicators such as 'Kept Informed' & particularly 'Listens & Acts' are integral as these reflect what our tenants think and feel about how we communicate and most importantly, what we do about the things they tell us are not going well.</p>					
BS01	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	AB (DS)	100.0%	98.86%	N/A
<p>February 1st update - there are 258 properties non-compliant overall. We are working with NCC legal team to prepare and pursue injunctions through the courts. The Legal team are reviewing resource but initially will be using their in house team. Links have been set up with social services and fuel poverty teams and we will continue to attempt access whilst the injunction process is being carried out. We continue access attempts to all non-compliant properties and they are being revisited periodically to ensure compliance with Gas Regulation 39. (where we can show that all reasonable access attempts have been made). A project has commenced to contact the tenants of all non-compliant properties and these will all be revisited to pursue access.</p>					
EICR001	Dwellings with a satisfactory EICR in last five years (with C1 and C2 completed)	AB (SE)	100.0%	99.21%	N/A
<p>We have successfully gained access to another 3 historical over target properties since last month. There are 194 properties over target comprising 128 on the EICR programme and 66 recent voids that are awaiting an update. Of these, 108 are awaiting TEM or legal support.</p> <p>A meeting has been arranged with the Voids team to discuss improvements with data submission and confirmation of EICR certificates from the Voids team ensuring that they are sent to the M&E QS team. The process map is not being followed between the two teams which is causing inconsistencies with the EICR data. The Electrical Compliance Officer is working with the HPM to take one property to legal with the latter leading on this case as TEM require access for RTV.</p>					
C6	Overdue Low Risk Fire Risk Assessments Actions	AB (SE/DS)	0	75	N/A
<p>We are managing the outside priority actions with United Living and Lovells and, as a result, February's figure of 75 shows an 84.5% reduction compared to the high of 483 in July 2024. We anticipate further reductions next month.</p>					
RP01	% of stock that is categorised as a non-decent home	AB (SE)	0.0%	1.4%	N/A
<p>February's 1.4% performance was an improvement against January's 2.1%, primarily due to the number of works being completed. The Stock Condition Surveys (SCS), continue to be undertaken, which have identified some Housing Health and Safety Rating System (HHSRS) failures that are added monthly. These failures are promptly addressed, ensuring confidence in meeting the year-end target of 0%.</p> <p>As of 28 February, 5,366 SCSs have been carried out, accounting for 21.9% of the city's properties. This performance is 10% ahead of target and our goal is to ensure that all homes have a new external SCS carried out by an independent specialist by March 26. The RAG status is green, indicating strong performance.</p>					
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	PS	85.0%	71.0%	72.0%
<p>Kept Informed remains one of the top 3 highest areas of satisfaction for our tenants, although the score has dipped slightly since its high of 76% in Q1 2024/25. National Tenant Survey evidence suggests that satisfaction for this indicator reflects how tenants feel about the way that their landlord keeps them updated via formal newsletters and letters. Whilst satisfaction with time taken to carry out Repairs and Repairs in last 12 months continues to increase, the lack of consistent communication/information provided when things don't go according to plan is highlighted regularly in feedback. Interestingly only 62% of Independent Living residents are satisfied compared to 72% of General Needs tenants, so some better understanding of what may be driving this differential would be advantageous? The demographic data for the Q4 2024/25 surveys sees Bulwell Housing Office as generating the lowest (61%) satisfaction in this indicator which is 10% lower than the next best area.</p>					

Ref.	Performance indicator	Resp. Person	24/25 Target	Feb-25	24/25 YTD/Year End
TP08	Agreement that the landlord treats tenants fairly and with respect	PS	85.0%	73.0%	75.0%
<p>Fairly & With Respect continues to be NCCHS second highest area of satisfaction for TSM's. The National Tenant Survey evidence suggests that responses often reflected how tenants felt they were treated by staff when they contacted their landlord. Based on the ROSH TSM Headline summary report, specifically for Local Authorities our 2024/25 Year-End satisfaction score places NCCHS at the upper end of the median quartile of performance and borderline upper quartile. When analysing our tenant demographic data we find that 68% of our Independent Living residents are satisfied with indicator compared to 74% of General Needs tenants.</p>					
CH02	Complaints responded to within the timescale	PS	100.0%	96.7%	92.3%
<p>While complaint performance has dropped slightly from January 2025, this still represents a very small portion of complaints. In February, of 91 complaints, 3 were answered outside of target. Of these, 2 were just a single day over target, while the third related to issues that experienced unavoidable delays and would not have been possible to respond to within target while meeting the customer's expectations or our own complaint handling standards. Contact was made with the service areas responsible for these over-target complaints to discuss the availability of extensions where targets may not be met, or ensuring responses are sent within time moving forward.</p>					
NM01.1	Anti-social behaviour cases relative to the size of the landlord (Cases per 1,000 properties)	KS	TBC	35.8	N/A
<p>The number of recorded anti-social behaviour (ASB) cases reflects our efforts to promote reporting of ASB incidents. By positively promoting the ASB service, we encourage more tenants to report ASB. Training and case supervision emphasise the importance of utilising the ASB case management system to document ASB casework accurately, ensuring that the data accurately represents service demand. During April 2025, we will deliver refresher training on ASB case management principles and investigative interviewing techniques to Housing Patch Managers to ensure a continued robust approach to case management and support for those affected by ASB.</p>					
TP03	Satisfaction with time taken to complete recent repair	AB (DS)	75.0%	59.0%	56.0%
<p>Whilst there has been a 6% increase with this KPI compared to Q3, there is a further recruitment drive (ongoing) which will see more trade colleagues joining the team, so we will be offering more daily appointments and shorten the time a customer has to wait for their initial appointment. Recent system changes have reduced the optimum window in NEC, which also has resulted in a reduction in waiting time for a customer, for their first appointment. The agile working amongst teams has increased the number of appointments that are being completed on the scheduled day of the repair.</p>					
TP04	Satisfaction that the home is well maintained	AB (SE/DS)	80.0%	65.0%	64.0%
<p>This remains similar to the previous quarter results and once the Batched Works team is fully embedded (category 4), the intention is to complete all repairs in a property postcode whilst in that area or in a customer's home. This KPI is also linked to the lettable standard and planned works programmes.</p>					
TP05	Satisfaction that the home is safe	AB (SE/DS)	87.0%	74.0%	75.0%
<p>As a landlord we have taken a range of steps to ensure the health and safety of tenants in their homes and associated communal areas. This includes periodic servicing and inspection to address areas including excess cold, prevention of fire, building safety, testing of emergency lighting and the estate caretaking service in communal areas. We are continuing to develop our approach to dealing with customers who do not give us access under the terms of their tenancy for us to discharge our landlord obligations. We have been revisiting properties where we had capped off a gas supply as part of our guaranteed access policy. This is to ensure a more robust risk assessment is in place and customers have been signposted to Energy Support where they have not been able to complete a service due to no credit on the gas meter. From this process some customers have requested we maintain the cap as they do not want to use gas. We have also automated reporting to facilitate letters before action where access cannot be gained to allow us to execute our legal compliance obligations via Legal Services and the County Courts. Follow-on action will be to seek injunctions where access is still not available to enable a gas service, gas cap removal or Electrical Inspection Condition Reports.</p> <p>Savill's are making good progress with Stock Condition Surveys and, as of the end of February, 5,366 have been carried out, representing 21.9% of the city's social housing stock. This performance is 10% ahead of target. Overall, NCC has completed SCS on 65% of the social housing stock within the past five years. Our goal is to ensure that all homes have a new external SCS carried out by an independent specialist by March 26. We have a robust plan in place via our inhouse team and partner contractors to deal with Category 1 hazards thus ensuring compliance with the Housing, Health Safety Rating System (HHSRS).</p>					