

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

Ref.	Performance indicator	Resp. Person	24/25 Target	Sep-24	24/25 Q2	24/25 YTD
TEM4	Rent Loss due to Voids	SG (RH)	1.80%	1.86%	1.86%	1.86%
Performance has improved month on month and is steadily working towards the year-end target. United Living have now started to undertake void works and this will help move towards the overall target.						
Sick	Ave sick days per employee	ML	8.0	14.30	14.30	14.30
Awaiting HR update						
R1	Repair appointments kept	AB (DS)	97.00%	94.06%	93.31%	91.87%
Awaiting statics to be produced from Business Transformation. However the guidance recently for Repairs to honour all appointments and stay on site (until the work is completed) has had a positive impact to this KPI. For any jobs that are deemed as failure on the system (within the R1 report) these are manually checked and validated. This validation shows that the failure level is significantly less than being reported. The trend analysis for Complaints (at stage 1 and stage two) confirms a decline in escalations / complaints due to missed appointments or trade colleagues attending and not completing the works on that visit. With the further development of an agile workforce, this will allow for more and more appointments to be made and kept, rather than rescheduled should there be a scheduling conflict.						
TP02	Satisfaction with Repairs	AB (DS)	75.00%	N/A	61.00%	63.00%
In addition to the TSM feedback we also have a standalone survey mechanism called Bright Navigator. A recent change in approach to focus trade colleagues to stay on site and focus on achieving an Appointment fix (rather than follow on) has seen an increase in the results returned in the bright Navigator satisfaction survey. The Bright Navigator survey consists of 6 survey questions and the dataset comprises a sample of customers who have had a repair carried out on the day. General Satisfaction via the bright navigator survey was recorded as 86% for September.						
R5COM	Ave days to complete repairs	AB (DS)	28	Not available	Not available	Not available
We are still unable to accurately produce data reports from NEC; however, what we do know is the system currently reports on calendar days rather than working days. Current manually extracted data indicates 25 days for the completion of routine repairs.						
RP02	Repairs completed within target timescales	AB (DS)	85.00%	Not available	Not available	Not available
We are still unable to accurately produce data reports from NEC; however, data is manually extracted from the system; therefore, there may be slight anomalies arising. Based on this, current performance for: - emergency repairs is 0.99 days against a target of 1 day - routine repairs is 25 days against a target of 30 days - planned repairs is 33 days against a target of 90 days						
RP02.2	Emergency Repairs in time	AB (DS)	100.0%	Not available	Not available	Not available
We are still unable to accurately produce data reports from NEC; however, data is manually extracted from the system; therefore, there may be slight anomalies arising. Based on this, attendance at emergency repairs in month is currently 0.99 days against a 1 day target						
TP09	Satisfaction with Complaint handling	PS	60.00%	N/A	30.00%	35.00%
Satisfaction across all Housing Providers against this TSM is low as it's a perception measure. We have undertaken analysis against the formal complaints logged and only 10% of those who expressed dissatisfaction had raised a complaint formally. Work is underway to ensure customers understand how and when to make a formal complaint about dissatisfaction against just feeling an expression of being unhappy with a service/outcome. Each complaint also has a transactional survey and recent analysis has provided feedback with 60-70% satisfied with how their complaint was handled within process						
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	SG	70.00%	N/A	53.00%	55.00%
Whilst performance has taken a slight downturn in Q2 significant work has been completed to ensure we have recruited 12 tenants and 1 leaseholder to a new Tenant Influence Vehicle (NCCHS Housing Assurance Board). The new board will make sure that tenants have influenced decision making and provide assurance and scrutiny at the highest level of the organisation for Policy, Strategy and significant service change or consultation. The first formal meeting will be held on 24 October						

Ref.	Performance indicator	Resp. Person	24/25 Target	Sep-24	24/25 Q2	24/25 YTD
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	SG	70.00%	N/A	59.00%	60.00%
<p>At the end of last year it was 0.5%. Then a new year starts in April and all the properties that fall into none decency in the new financial year are reported which was 6.8% as shown below. This then in turn forms the new 24/25 programme for the year and inform the budget required to meet decency.</p> <p>If there are any CAT 1 failures these are dealt with straight away.</p> <p>We then work throughout the year delivering the work that will ensure we meet Decency at the end of the financial year and as you can see we are on target with it being 3.27% in Sept, with a target of 0%. And then the cycle start again.</p> <p>The reason it won't be zero at the start of the year is because we release any no access properties back into the programme and also all the work required can't be completed on the first day and failures are calculated on a year basis not daily.</p>						
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	SG	70.00%	N/A	64.00%	65.00%
<p>During Q2, 64% of respondents were satisfied with the approach to handling ASB; this is a 1% decrease when compared with Q1 and below the target of 70%.</p> <p>There is no option against the ASB question for respondents to provide further detail as to why they are dissatisfied. However, analysis of the commentary against all questions shows that 28 respondents mentioned ASB. The most common reasons for dissatisfaction around ASB were experience of noise nuisance (6 respondents), concerns about drugs in the community (6 respondents) and dissatisfaction with service complaints handling (5 respondents). We will review this feedback and contact the respondents who have given their consent for follow-up contact. We will also consider adding a specific comment field to capture more specific feedback on ASB to help us improve our understanding of satisfaction in this area.</p> <p>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 to tackle ASB in our neighbourhoods using the full range of tools and powers available. We will continue to be active partners in neighbourhood days of action and the monthly multi-agency ASB tasking problem-solving group. We will also participate in the newly established Nottingham Community Safety Partnership ASB Strategic Group. We will continue to work with the tenant Housing Services ASB service improvement group to identify and deliver service improvements. We will continue to undertake transactional satisfaction surveys for customers who have directly accessed the ASB service</p> <p>An ASB Communications plan is in place to set out our communications strategy for ASB and hate incidents. This plan aims to show how we'll coordinate our communications relating to ASB between now and the end of March 2025, with the aim of improving overall satisfaction. This will be achieved through effective messaging and campaigns aimed at our target audiences to help raise awareness of our approach to tackling ASB, the support available to victims, and the consequences to perpetrators to encourage reporting and increase understanding of what is and what isn't classed as ASB.</p> <p>We are reviewing the ASB Policy &amp; Procedure to ensure it complies with the new regulatory standards and best practice and meets the needs of our tenants and our communities.</p>						
TP01	Overall satisfaction	PS	85.00%	N/A	61.00%	58.00%
<p>Overall satisfaction is up 5% compared to Q1 with 6 out of 10 tenants satisfied with the services we offer. Dissatisfaction is also down by 5%. This is the first time since Q2 2023/24 that we have seen an overall satisfaction score above 60%. We capture verbatim comments from tenants who are very satisfied and the Repairs service is the top theme, with a third of the comments received speaking highly about the fact that 'you always turn up on time', and 'The work is always satisfactory', amongst others. Other positive comments mention satisfaction about a 'good overall service from the Council'.</p> <p>We capture 'Neutral' comments which we see as opportunities to change from neither satisfied or dissatisfied to satisfied and the biggest opportunities based on the comments are time taken to complete repairs &amp; outstanding/forgotten repairs.</p> <p>From comments captured where tenants are Very Dissatisfied, by far the two biggest drivers are outstanding/forgotten repairs (62% of all very dissatisfied comments made mention this issue), and timescales to complete repairs (55% of all very dissatisfied comments made mention this issue).</p> <p>The next key issue that generates very dissatisfied comments involves Damp &amp; Mould/Condensation and remains an area that requires continued focus.</p>						
BS01	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	AB (DS)	100.0%	99.66%	99.66%	99.66%
<p>September update - there are 58 properties non-compliant. We are currently setting up a team to deal with the non-access properties. We have created reports for housing and social services. require housing to complete RTV prior to exhausting the gas access process and additional budget has been allocated to support the structure to manage up to 10 injunctions per week and continue to attempt access and record all access attempts .</p>						
EICR001	Dwellings with a satisfactory EICR in last five years	AB (SE)	100.0%	99.32%	99.32%	99.32%
<p>EICR program: 134 over target &amp; 33 Voids to check and verify - Legal - We have had a meeting with the legal team to begin discussion on how we can best utilise their services. Discussions ongoing with key stakeholders. The final stage of the injunction process needs to be agreed, regarding a breach of injunction for access which could lead to incarceration for the resident. If we're not fully committed to enforcing a breach of injunction then other solutions need to be discussed, i.e. breach of tenancy agreement and eviction.</p>						
C6	Overdue Low Risk Fire Risk Assessments Actions	AB (SE/DS)	0	168	168	168
<p>These outstanding 'low risk' actions are being undertaken by United Living and Lovells. We have programmes of work in place to complete all actions</p>						

Ref.	Performance indicator	Resp. Person	24/25 Target	Sep-24	24/25 Q2	24/25 YTD
RP01	% of stock that is categorised as a non-decent home	AB (SE)	0.00%	3.72%	3.72%	3.72%
<p>At the end of last year it was 0.5%. Then a new year starts in April and all the properties that fall into none decency in the new financial year are reported which was 6.8% as shown below. This then in turn forms the new 24/25 programme for the year and inform the budget required to meet decency.</p> <p>If there are any CAT 1 failures these are dealt with straight away.</p> <p>We then work throughout the year delivering the work that will ensure we meet Decency at the end of the financial year and as you can see we are on target with it being 3.27% in Sept, with a target of 0%. And then the cycle start again.</p> <p>The reason it won't be zero at the start of the year is because we release any no access properties back into the programme and also all the work required can't be completed on the first day and failures are calculated on a year basis not daily.</p> <p>We continue to conduct stock condition surveys and HHSRS assessments to support ongoing maintenance efforts. These surveys ensure that future investment programmes are based on up-to-date data, allowing key elements to be scheduled for replacement, ensuring that all NCC housing meets government decency standards.</p> <p>The stock condition surveys can affect the decency percentage either positively or negatively, depending on the condition of key elements. However, any failures identified will be included in future plans to ensure compliance is maintained.</p>						
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	PS	85.00%	N/A	72.00%	74.00%
<p>Whilst satisfaction has fallen from 76% in Q1 2024/25 to 72% in Q2 2024/25 this score remains generally positive. However, dissatisfaction has increased by 4% from previous quarters surveys.</p>						
TP08	Agreement that the landlord treats tenants fairly and with respect	PS	85.00%	N/A	77.00%	77.00%
<p>Second only in terms of satisfaction to Safe Home, satisfaction in this area remains strong at 77%, the same as in Q1 2024/25. Some of the comments captured when asked tenants feel very satisfied with our overall services include 'Good overall service', 'Generally happy', 'Good communications and contactable' which can be viewed as supporting factors that drive this level of satisfaction.</p>						
CH02	Complaints responded to within the timescale	PS	100.0%	88.46%	90.66%	89.65%
<p>Requests to log formal stage 1 complaints has reduced for September. This could be related to a more proactive approach across teams to look into and provide early resolution to issues being raised by customers. Performance for Q2 period for complaints responded to in target for Stage 1 is 94% and stage 2 98 % which is strong performance</p>						
TP03	Sat. with time taken to complete recent repair	AB (DS)	75.00%	N/A	55.00%	56.00%
<p>An recent increased focus for trade colleagues to complete their work first time and stay on site (until repair fully complete) has led to higher completion ratio. This has also been supported with a more collaborative and flexible approach to resource sharing, to further support repairs, from other teams. General Satisfaction via the bright navigator survey was recorded as 86% for September.</p>						
TP04	Sat. that the home is well maintained	AB (SE/DS)	80.00%	N/A	63.00%	64.00%
<p>A programme of stock condition surveys and HHSRS surveys continues to be completed to support the ongoing maintenance of all stock. These surveys ensures that our future investment programmes are based on current data allowing key elements to be programmed in for future replacement, so that all NCC stock meets the governments decency standard. Any HHSRS hazards are prioritised and completed within agreed targets ensure our homes are safe.</p>						
TP05	Sat. that the home is safe	AB (SE/DS)	87.00%	N/A	79.00%	78.00%
<p>We continue to perform safety checks in properties where we have access. Currently, our compliance rates for the key areas are as follows: Gas - 99.74%, EICRs - 99.46%, Fire Risk - 100%, Asbestos - 100%, Water Hygiene - 100%, CO Detectors - 98.84%, and Smoke Alarms - 99.74%. Additionally, we are proactively implementing our Damp and Mould forward programme to eliminate all hazards. We are also establishing an HHSRS team in preparation for the upcoming Awabs Law to ensure we meet the new regulations</p>						