

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

Ref.	Performance indicator	Resp. Person	23/24 Outturn	Jun-24	24/25 Q1	24/25 Target
FINANCE						
HIM6	Rent collection	SG (RH)	100.16%	97.87%	N/A	100.0%
HIM2	Current Tenant Arrears	SG (RH)	£3,632,530	£4,003,792	N/A	£3,532,530
LH001	Leasehold/Service Charge collection	SG (RH)	84.36%	5.54%	28.38%	83.0% (6.9% target per month)
TEM4	Rent Loss due to Voids	SG (RH)	1.93%	1.87%	N/A	1.80%
HIM11	Current tenant arrears as % annual rent debit net HB	SG (RH)	3.05%	3.09%	N/A	2.80%
PEOPLE						
P1	Vacant Full Time Equivalents	ML	Not Available	Not Available	Not Available	TBA
P2	Number of Agency Staff	ML	TBA	34	N/A	TBA
Sick	Ave sick days per employee	ML	14.81	14.64	N/A	8
OPERATIONS & CUSTOMER EXPERIENCE						
R1	Repair appointments kept	AB (DS)	95.0%	94.08%	91.56%	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)	TBA	54	224	N/A
ALL-ART	Ave Re-let time for all properties (GN & SLD) - Year to date	SG (RH)	42.99	36.38	N/A	45.00
COMPLIANCE						
BS01	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	AB (DS)	99.99%	99.96%	N/A	100.0%

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EICR001	Dwellings with a satisfactory EICR in last five years	AB (SE)	99.40%	99.46%	N/A	100.0%
BS02	% Fire Risk Assessments completed in target	AB (SE)	100.0%	100.0%	N/A	100.0%
FIRE006	Overdue High Risk Fire Risk Assessment Actions	AB (SE/DS)	0	0	N/A	0
C5	Overdue Medium Risk Fire Risk Assessments Actions	AB (SE/DS)	19	0	N/A	0
C6	Overdue Low Risk Fire Risk Assessments Actions	AB (SE/DS)	265	410	N/A	0
RP01	% of stock that is categorised as a non-decent Home	AB (SE)	0.50%	0.56%	N/A	0.0%
TENANT INVOLVEMENT & EMPOWERMENT						
CH02	Complaints responded to within the timescale	PS	84.70%	83.19%	88.71%	100.0%
Tenant	Data profiling on our customers is complete	PS	99.96%	99.97%	N/A	98.0%
CH02b	Escalation of complaints to Stage Two (rolling year)	PS	15.5%	11.42%	N/A	TBA
HOME STANDARD						
BS03	Asbestos safety checks	AB (SE)	100.0%	100.0%	N/A	100.0%
BS04	Water safety checks	AB (SE)	100.0%	100.0%	N/A	100.0%
BS05	Lift safety checks	AB (SE)	100.0%	100.0%	N/A	100.0%