

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

Ref.	Performance indicator	Resp. Person	24/25 Target	Aug-24	24/25 YTD
TEM4	Rent Loss due to Voids	SG (RH)	1.80%	1.85%	N/A
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	14.44	N/A
Awaiting HR update					
R1	Repair appointments kept	AB (DS)	97.00%	93.75%	91.53%
There's a system problem we need to resolve as NEC is reporting the closure time of the attendance rather than the start time, if a works colleague closes the job the next day the system reports a failed appointment. We continue to attend appointments and completing works on time is the number one priority for Responsive Repairs. Although there are some system issues, we manually review appointments kept or failed on a daily basis. The manual process looks at system errors that may report failures incorrectly. In the last four weeks where this process has been in place, there have been no missed or failed appointments setting aside no access.					
R5COM	Ave days to complete repairs	AB (DS)	28	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
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
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					
BS01	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	AB (DS)	100.0%	99.89%	N/A
- 22 properties non-compliant: - 19 due to failed access at final visit and will be referred for legal action - 1 property is awaiting housing assistance as the gas meter cannot be accessed due to hoarding - 2 properties cannot be accessed as advised by police and will be subject to injunction. - We are currently setting up a team to deal with non-access properties and have created reports for housing and social services. - Housing required to complete RTV prior to exhausting the gas access process and spend control requests for additional budget and structure to manage up to 10 injunctions per week. - The previously reported IT problems, significantly impacted performance as work had to be completed manually leading to overloaded reports, duplication, appointments being made overdate, letters not going out and unable to gain accurate data.					
EICR001	Dwellings with a satisfactory EICR in last five years	AB (SE)	100.0%	99.49%	N/A
- 125 occupied over target which are down to non-access - the new Non-Access team will deal with these once it is up and running - 28 recent voids require data uploading into NEC taking the total to 153 over target.					
C6	Overdue Low Risk Fire Risk Assessments Actions	AB (SE/DS)	0	379	N/A
- Working with Lovell's and United Living to complete any actions from FRA - expect to see a large reduction in September					

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Ref.	Performance indicator	Resp. Person	24/25 Target	Aug-24	24/25 YTD
RP01	% of stock that is categorised as a non-decent Home	AB (SE)	0.00%	0.26%	N/A
64 properties out of 24,618 classed as non-decent					
CH02	Complaints responded to within the timescale	PS	100.0%	91.57%	89.82%
<p>Overall, the complaint volumes being logged have again reduced this month continuing the trend from July. Contributing factors include a greater emphasis around ensuring early intervention and being proactive when dissatisfaction is first reported which may have prevented the need by customers to escalate dissatisfaction into Stage 1 complaints. Overall complaints responded to in timescale is around the same level as July.</p>					