

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

Ref.	Performance indicator	Good Performance Is	Resp. Person	23/24 Outturn	Aug-24	24/25 YTD	24/25 Target
<b>FINANCE</b>							
HIM6	Rent collection	Higher	SG (RH)	100.16%	100.62%	N/A	100.0%
HIM2	Current Tenant Arrears	Lower	SG (RH)	£3,632,530	£3,341,698	N/A	£3,532,530
LH001	Leasehold/Service Charge collection	Higher	SG (RH)	84.36%	5.94%	41.01%	83.0% (6.9%pm)
TEM4	Rent Loss due to Voids	Lower	SG (RH)	1.93%	1.85%	N/A	1.80%
HIM11	Current tenant arrears as % annual rent debit net HB	Lower	SG (RH)	3.05%	2.57%	N/A	3.0%
<b>PEOPLE</b>							
P1	Vacant Full Time Equivalents	N/A	ML	Not Available	14	N/A	N/A
P2	Number of Agency Staff	N/A	ML	Not Available	38	N/A	N/A
Sick	Ave sick days per employee	Lower	ML	14.81	14.44	N/A	8
<b>OPERATIONS &amp; CUSTOMER EXPERIENCE</b>							
R1	Repair appointments kept	Higher	AB (DS)	95.0%	93.75%	91.53%	97.0%
R5COM	Ave days to complete repairs	Lower	AB (DS)	Not available	Not available	Not available	28
RP02	Repairs completed within target timescales	Higher	AB (DS)	Not available	Not available	Not available	85.0%
RP02.2	Emergency Repairs in time	Higher	AB (DS)	Not available	Not available	Not available	100.0%
Voids	No of New Voids	N/A	SG (RH)	TBA	54	360	N/A
ALL-ART	Ave Re-let time for all properties (GN & SLD) - Year to date	Higher	SG (RH)	7.99	38.62	N/A	45.00
<b>COMPLIANCE</b>							
BS01	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	Higher	AB (DS)	99.99%	99.89%	N/A	100.0%
EICR001	Dwellings with a satisfactory EICR in last five years	Higher	AB (SE)	99.40%	99.49%	N/A	100.0%
BS02	% Fire Risk Assessments completed in target	Higher	AB (SE)	100.0%	100.0%	N/A	100.0%
FIRE006	Overdue High Risk Fire Risk Assessment Actions	Lower	AB (SE/DS)	0	0	N/A	0
C5	Overdue Medium Risk Fire Risk Assessments Actions	Lower	AB (SE/DS)	19	0	N/A	0
C6	Overdue Low Risk Fire Risk Assessments Actions	Lower	AB (SE/DS)	265	379	N/A	0
RP01	% of stock that is categorised as a non-decent Home	Lower	AB (SE)	0.50%	0.26%	N/A	0.00%
<b>TENANT INVOLVEMENT &amp; EMPOWERMENT</b>							

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CH02	Complaints responded to within the timescale	Higher	PS	84.70%	91.57%	89.82%	100.0%
Tenant	Data profiling on our customers is complete	Higher	PS	99.96%	99.97%	N/A	98.0%
CH02b	Escalation of complaints to Stage Two (rolling year)	Lower	PS	15.5%	10.07%	N/A	N/A
<b>HOME STANDARD</b>							
BS03	Asbestos safety checks	Higher	AB (SE)	100.0%	100.0%	N/A	100.0%
BS04	Water safety checks	Higher	AB (SE)	100.0%	100.0%	N/A	100.0%
BS05	Lift safety checks	Higher	AB (SE)	100.0%	100.0%	N/A	100.0%