

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

Ref.	Performance indicator	Resp. Person	24/25 Target	Jul-24	24/25 YTD
HIM6	Rent collection	SG (RH)	100.0%	98.25%	N/A
<p>Performance has improved month on month. This is a cyclical annual trend and we are on track to meet the target. We are in a better comparable position to the same point last year - an increase of 0.06%.</p> <p>The team are working towards ensuring the target is achieved with the rent-free weeks in August and December having a significant impact on this KPI.</p>					
HIM2	Current Tenant Arrears	SG (RH)	£3,532,530	£3,810,955	N/A
<p>The total rent owed as of the end of July was £3,810,955 a reduction of £192,837 from last month. This is a cyclical annual trend in rent recovery and we are on track to achieve the arrears target and are in a better comparable position to the same point last year - a reduction of £547k.</p> <p>The rent-free weeks in August and December will see a significant reduction in the total arrears owed and we are on track to achieve target.</p>					
TEM4	Rent Loss due to Voids	SG (RH)	1.80%	1.85%	N/A
<p>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.</p>					
Sick	Ave sick days per employee	ML	8.0	14.69	N/A
<p>Absence has slightly increased over the last month with a lot down to short term absence, e.g. we saw approx. 12 people go off for a few days over the last week. Property Services has the highest absence rates. We continue to target and address colleagues who are off long term and have a number of Stage 3 meetings planned over the coming weeks which will help address these.</p> <p>The highest reason for absence is Stress / Mental Health / Depression. This is mainly personal, however work-related stress does play a factor. We continue to work closely with our Wellbeing lead to address this causes of absence. Musculo-Skeletal Problems are the next highest cause of absence.</p>					
R1	Repair appointments kept	AB (DS)	97.00%	90.42%	91.20%
<p>We have made changes to the way we allocate resources and should start to see the impact of this over Q2 period. The understanding of why we need a flexible workforce has been reiterated to managers so they fully understand why missing an appointment is not an option. On a practical basis we are using a series of prompts for managers dealing with complaint cases to ensure we send reminders prior to the appointment and check works are done.</p>					
R5COM	Ave days to complete repairs	AB (DS)	28	Not available	Not available
<p>We are not able to report with confidence on this data.</p>					
RP02	Repairs completed within target timescales	AB (DS)	85.00%	Not available	Not available
<p>We are not able to report with confidence on this data.</p>					
RP02.2	Emergency Repairs in time	AB (DS)	100.0%	Not available	Not available
<p>We are not able to report with confidence on this data. Outside of formal reporting, we are manually checking against work orders raised as an emergency and completions. We are seeing more jobs escalated to an emergency category when they are not based on vulnerability and we are working with the CSC team to understand this.</p>					
BS01	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	AB (DS)	100.0%	99.93%	N/A

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<p>At the 1st August there were 16 properties non-compliant. The main cause of these properties becoming non-compliant was the intermittent IT systems failures over 6 weeks. Impact: all work sent out on paper and has to be collated/entered manually which creates backlogs in processing paperwork, overloaded reports and duplication. The phone system not connecting has caused abandoned rate of up to 92% which reflects in the high engineer non-access rates. Appointment letters not going out due to the system not integrating with appointments booked over target due to the delays in processing paper tickets up to 1200 (Normally around 300) Note: 2 RSM's worked until 1am and 3am to reduce the numbers and allow us to catch up.</p>					
EICR001	Dwellings with a satisfactory EICR in last five years	AB (SE)	100.0%	99.42%	N/A
<p>144 occupied that are over target which are down to non-access. These will be put through the new Non-Access Team once it is up and running.</p>					
C6	Overdue Low Risk Fire Risk Assessments Actions	AB (SE/DS)	0	483	N/A
<p>1022 actions of which 483 are over the due date. Working with Lovells and United Living to complete any actions</p>					
RP01	% of stock that is categorised as a non-decent Home	AB (SE)	0.00%	0.56%	N/A
<p>July's 0.56% represents 138 properties out of 24,644 being classed as non-decent.</p>					
CH02	Complaints responded to within the timescale	PS	100.0%	92.31%	89.61%
<p>July saw an improvement with nearly 10% more complaints being responded to in timeframe since June. Improvements have been made with Garden Assist complaint responses - these are now investigated and responded by TEM colleagues. Property Services have worked hard to ensure complaints are responded to within timescales which has also seen an overall reduction in complaint volumes this month through being pro-active when customers inform they are dissatisfied. The reduction in complaints being logged this month has enabled the Resolution Officers to successfully manage and prioritise complaints.</p>					