

**Nottingham City Council Housing Services  
Overall Balanced Scorecard Report - January 2025**

Ref.	Performance indicator	Good Performance Is	Resp. Person	23/24 Outturn	Nov-24	Dec-24	Jan-25	24/25 Target
<b>FINANCE</b>								
HIM6	Rent collection (YTD figure)	Higher	SG (RH)	100.16%	100.02%	100.87%	100.55%	100.0%
HIM2	Current Tenant Arrears	Lower	SG (RH)	£3,632,530	£3,532,142	£3,095,674	£3,183,613	£3,532,530
LH001	Leasehold/Service Charge collection (rolling YTD figure)	Higher	SG (RH)	84.36%	56.48%	61.65%	66.50%	83.00%
TEM4	Rent Loss due to Voids	Lower	SG (RH)	1.93%	1.86%	1.87%	1.89%	1.80%
HIM11	Current tenant arrears as % annual rent roll	Lower	SG (RH)	3.05%	2.72%	2.38%	2.45%	3.0%
<b>PEOPLE</b>								
Sick	Ave sick days per employee (rolling 12 months)	Lower	ML	14.81	13.90	13.84	13.62	10.2
<b>OPERATIONS &amp; CUSTOMER EXPERIENCE</b>								
R1	Repair appointments kept	Higher	AB (DS)	94.98%	96.26%	97.57%	97.23%	97.0%
R5COM	Ave days to complete repairs	Lower	AB (DS)	28.24	37.78	38.05	42.19	28

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RP02	Repairs completed within target timescales	Higher	AB (DS)	84.21	83.29%	87.13%	86.50%	85.0%
RP02.2	Emergency Repairs in time	Higher	AB (DS)	92.37	84.01%	84.36%	85.15%	100.0%
V3	Ave Re-let time for all properties (GN & SLD) - Year to date	Higher	SG (RH)	45.00	40.98	41.13	41.34	45.00
NM01.1	Anti-social behaviour cases relative to the size of the landlord (Cases per 1,000 properties)	Lower	KS	26.3	31.9	33.0	34.4	TBA
<b>COMPLIANCE</b>								
BS01	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	Higher	AB (DS)	99.99%	98.96%	98.89%	98.86%	100.0%
EICR001	Dwellings with a satisfactory EICR in last five years (with C1 & C2 completed)	Higher	AB (SE)	99.40%	98.32%	99.28%	99.28%	100.0%
BS02	% Fire Risk Assessments completed in target	Higher	AB (SE)	100.0%	100.0%	100.0%	100.0%	100.0%
FIRE006	Overdue High Risk Fire Risk Assessment Actions	Lower	AB (SE/DS)	0	0	0	0	0
C5	Overdue Medium Risk Fire Risk Assessments Actions	Lower	AB (SE/DS)	19	0	0	0	0

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C6	Overdue Low Risk Fire Risk Assessments Actions	Lower	AB (SE/DS)	265	136	95	81	0
RP01	% of stock that is categorised as a non-decent home	Lower	AB (SE)	0.50%	3.81%	4.07%	2.10%	0.00%
<b>TENANT INVOLVEMENT &amp; EMPOWERMENT</b>								
CH02	Complaints responded to within the timescale	Higher	PS	84.70%	98.48%	94.20%	97.65%	100.0%
CH01	Number of Stage 1 complaints relative to the size of the landlord (Complaints per 1,000 properties)	Lower	PS	51.5	52.5	50.9	48.6	60.0
Tenant	Data profiling on our customers is complete	Higher	PS	99.96%	99.97%	99.97%	99.97%	98.0%
<b>HOME STANDARD</b>								
BS03	Asbestos safety checks	Higher	AB (SE)	100.0%	100.0%	100.0%	100.0%	100.0%
BS04	Water safety checks	Higher	AB (SE)	100.0%	100.0%	100.0%	100.0%	100.0%
BS05	Lift safety checks	Higher	AB (SE)	100.0%	100.0%	100.0%	100.0%	100.0%