

Nottingham City Council Housing Services
Overall Balanced Scorecard Report - October 2025

Ref.	Performance Indicator	Good Perf. Is	Resp. Person	Oct-24	Aug-25	Sep-25	Oct-25	25/26 Target
FINANCE								
HIM6	Rent collection (YTD figure)	Higher	RH	99.58%	100.71%	100%	99.62%	100%
HIM11a	Current Tenant Arrears	Lower	RH	£3,542,325	£2,986,163	£2,895,805	£3,119,036	£3,432,530
LH001	Leasehold/Service Charge collection (rolling YTD figure)	Higher	RH	52.01%	36.93%	43.30%	48.51%	85.0%
HIM11	Current tenant arrears as % annual rent roll	Lower	RH	2.73%	2.29%	2.23%	2.39%	2.9%
PEOPLE								
S1	Ave sick days per employee (rolling 12 months)	Lower	MLu	14.21	14.00	13.95	13.76	10.2
OPERATIONS & CUSTOMER EXPERIENCE								
R1 (local)	% Repairs appointments made & kept (Priority 2,3,4)	Higher	DS	95.76%	93.76%	93.30%	94.50%	97.0%
R5COM (local)	Ave days to complete Responsive repairs (Priority 1,2,3,4)	Lower	DS	34.99	11.9	10	9.06	28
R5COM-P1	Ave days to complete Emergency Responsive repairs (Priority 1)	Lower	DS	N/A	1.55	0.49	0.56	1
R5COM-P2	Ave days to complete Urgent Responsive repairs (Priority 2)	Lower	DS	N/A	N/A	6.03	6.93	7
R5COM-P3	Ave days to complete Non-Urgent Responsive repairs (Priority 3 - Prev P2)	Lower	DS	N/A	15.47	15.06	13.65	28
R5COM-P4	Ave days to complete Planned Responsive repairs (Priority 4 - Prev P3)	Lower	DS	N/A	15.58	21.32	24.37	90
RP02(1)	Proportion of All Responsive Repairs (Priority 1/2/3/4) completed within the landlord's target timescale.	Higher	DS	86.74%	90.13%	86.0%	90.0%	87.0%
RP02.2 (P1)	Proportion of Emergency Responsive repairs (Priority 1) completed within the landlord's target timescale.	Higher	DS	79.76%	81.64%	89.0%	91.0%	100.0%
RP02.2 (P2)	Proportion of Urgent Responsive repairs (Priority 2) completed within the landlord's target timescale.	Higher	DS	N/A	N/A	62.0%	69.0%	100.0%
RP02.2 (P3)	Proportion of Non-Urgent Responsive repairs (Priority 3 - Prev P2) completed within the landlord's target timescale.	Higher	DS	N/A	72.85%	88.0%	92.0%	85.0%
RP02.2 (P4)	Proportion of Planned Responsive repairs (Priority 4 - Prev P3) completed within the landlord's target timescale.	Higher	DS	N/A	99.72%	100%	99.0%	85.0%
ALL ART	Ave Re-let time for all properties (GN & SLD) - Year to date	Lower	DS	40.48	41.75	43.33	42.45	42
NM01.1-NCC	Anti-social behaviour cases relative to the size of the landlord (Cases per 1,000 properties)	N/A	KS	30.9	29.4	29.49	28.56	45

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CUSTOMER PERCEPTION								
CH02-NCC	Stage 1 complaints responded to within the timescale	Higher	PS	95.35%	96.39%	95.65%	98.59%	99.0%
CH01-NCC	Number of Stage 1 complaints relative to the size of the landlord (per 1,000 properties)	Lower	PS	53.9	39.40	39.30	38.28	55.0
CH01b-NCC	Number of Stage 2 complaints received (per 1,000 properties)	Lower	PS	6.5	7.49	7.10	7.54	7.0
CH02b-NCC	Proportion of Stage 2 complaints responded to within timescales	Higher	PS	92.9%	100.0%	100.0%	100.0%	99.0%
NCCHS-ED001	Data profiling on our customers is complete	Higher	PS	99.97%	99.99%	99.99%	99.99%	98.0%
HOME STANDARD								
BS03-NCC	Asbestos safety checks	Higher	SS	100.0%	100.0%	100.0%	100.0%	100.0%
BS04-NCC	Water safety checks	Higher	SS	100.0%	100.0%	100.0%	100.0%	100.0%
BS05-NCC	Lift safety checks	Higher	SS	100.0%	100.0%	100.0%	100.0%	100.0%
TSMWIP-LEG	No. current live Disrepair cases awaiting settlement or closure	Lower	SS	637	508	527	552	To reduce
D3.1	≤ 1 month from letter of claim	Lower	SS	N/A	33	39	35	
D3.2	1 - 3 months	Lower	SS	N/A	100	90	81	
D3.3	3 - 6 months	Lower	SS	N/A	142	132	143	
D3.4	6 - 12 months	Lower	SS	N/A	121	140	160	
D3.5	12 months +	Lower	SS	N/A	114	126	133	
TSMWIP-DMC	Total number of Live tenant reported Damp and Mould cases with remedial works outstanding	Lower	SS	N/A	682	735	628	To reduce
DM1.1	≤ 1 month	Lower	SS	N/A	74	73	113	
DM1.2	1 - 3 months	Lower	SS	N/A	39	101	35	
DM1.3	3 - 6 months	Lower	SS	N/A	153	42	27	
DM1.4	6 - 12 months	Lower	SS	N/A	311	400	323	
DM1.5	12 months +	Lower	SS	N/A	105	119	130	