

Nottingham City Council Housing Services Overall Balanced Scorecard Report - July 2025								
Ref.	Performance Indicator	Good Perf. Is	Resp. Person	Jul-24	May-25	Jun-25	Jul-25	Current Target
	FINANCE							
HIM6	Rent collection (YTD figure)	Higher	RH	98.25%	97.70%	97.92%	97.47%	100.0%
HIM11a	Current Tenant Arrears	Lower	RH	£3,810,955	£3,312,020	£3,408,138	£3,448,425	£3,532,530
LH001	Leasehold/Service Charge collection (rolling YTD figure)	Higher	RH	35.06%	18.28%	23.50%	30.81%	83.00%
HIM11	Current tenant arrears as % annual rent roll	Lower	RH	2.93%	2.55%	2.62%	2.65%	3.0%
	PEOPLE							
Sick	Ave sick days per employee (rolling 12 months)	Lower	ML	14.69	13.39	13.38	13.62	10.2
	OPERATIONS & CUSTOMER EXPERIENCE							
R1 (local)	Responsive Repair appointments kept	Higher	DS	93.17%	96.47%	94.81%	92.04%	97.0%
R5COM (local)	Ave days to complete Responsive repairs	Lower	DS	55.39	33.48	27.03	16.39	28
R5COM-P1	NEW MEASURE Ave days to complete Emergency Responsive repairs (Priority 1)	Lower	DS				1.11	1
R5COM-P2	NEW MEASURE Ave days to complete Non-Urgent Responsive repairs (Priority 2)	Lower	DS				20.99	28
R5COM-P3	NEW MEASURE Ave days to complete Planned Responsive repairs (Priority 3)	Lower	DS				25.43	90
RP02(1)	Proportion of all responsive repairs (Priority 1/2/3) completed within the landlord's target timescale.	Higher	DS	79.05%	89.83%	89.59%	85.60%	85.0%
RP02.2 (P1)	Proportion of Emergency responsive repairs (Priority 1) completed within the landlord's target timescale.	Higher	DS			85.47%	82.50%	100.0%
RP02.2 (P2)	NEW MEASURE Proportion of Non-Urgent responsive repairs (Priority 2) completed within the landlord's target timescale.	Higher	DS				75.91%	65.0%
RP02.2 (P3)	NEW MEASURE Proportion of Planned responsive repairs (Priority 3) completed within the landlord's target timescale.	Higher	DS				99.91%	85.0%
TEM4	Rent Loss due to Voids	Lower	DS	1.85%	2.34%	2.35%	2.37%	1.80%
ALL ART	Ave Re-let time for all properties (GN & SLD) - Year to date	Higher	DS	37.65	39.37	40.95	42.22	45.00
NM01.1-NCC	Anti-social behaviour cases relative to the size of the landlord (Cases per 1,000 properties)	N/A	KS	29.6	28.4	28.8	29.2	27.0
	COMPLIANCE							
BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	Higher	DS	99.93%	99.21%	99.04%	98.92%	100.0%
EICR001-NCC	Dwellings with a satisfactory Electrical Installation Condition Report (EICR) in last five years (with P1/P2 completed)	Higher	SS	99.42%	99.52%	99.54%	99.52%	100.0%
BS02-NCC	% Fire Risk Assessments completed in target	Higher	SS	100.0%	100.0%	100.0%	100.0%	100.0%

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FIRE006-NCC	Overdue High Risk Fire Risk Assessment Actions	Lower	SS/DS	0	0	0	0	0
C5 (FIRE006b-NCC)	Overdue Medium Risk Fire Risk Assessments Actions	Lower	SS/DS	0	0	0	0	0
C6 (FIRE006c-NCC)	Overdue Low Risk Fire Risk Assessments Actions	Lower	SS/DS	483	16	15	10	0
RP01-NCC	% of stock that is categorised as a non-decent home	Lower	SE	6.80%	0.50%	0.40%	0.48%	0.00%
	CUSTOMER PERCEPTION							
CH02-NCC	Stage 1 complaints responded to within the timescale	Higher	PS	92.38%	98.80%	95.89%	97.78%	99.0%
CH01-NCC	Number of Stage 1 complaints relative to the size of the landlord (Complaints per 1,000 properties)	Lower	PS	53.9	41.6	39.8	39.3	60.0
CH01b-NCC	Number of Stage 2 complaints received (per 1,000 properties)	Lower	PS	7.2	7.2	7.2	7.6	7.0
CH02b-NCC	Proportion of Stage 2 complaints responded to within timescales	Higher	PS	100.0%	100.0%	100.0%	100.0%	99.0%
NCCHS-ED001	Data profiling on our customers is complete	Higher	PS	99.97%	99.98%	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	728	574	484	485	To reduce
D3.1	≤ 1 month from letter of claim	Lower	SS		49	37	42	
D3.2	1 - 3 months	Lower	SS		131	105	84	
D3.3	3 - 6 months	Lower	SS		51	97	141	
D3.4	6 - 12 months	Lower	SS		140	109	115	
D3.5	12 months +	Lower	SS		203	136	103	
DM1	Total number of Live tenant reported Damp and Mould cases with remedial works outstanding	Lower	SS		964	762	734	To reduce
DM1.1	≤ 1 month	Lower	SS		112	58	43	
DM1.2	1 - 3 months	Lower	SS		123	52	66	
DM1.3	3 - 6 months	Lower	SS		387	264	160	
DM1.4	6 - 12 months	Lower	SS		309	315	381	
DM1.5	12 months +	Lower	SS		33	73	84	