

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

Ref.	Performance indicator	Resp. Person	24/25 Target	Oct-24	24/25 YTD
HIM6	Rent collection	SG (RH)	100.0%	99.58%	N/A
Performance has still improved compared to October 2023 by 0.12%. October and November are particularly challenging months in rent collection but we are on track to meet the 100% year end target.					
TEM4	Rent Loss due to Voids	SG (RH)	1.80%	1.86%	1.86%
Performance has remained the same in the last month. The lack of an electrical contract and amended electrical requirements to ensure compliance has impacted on the time it is taking to complete repairs. The time taken to match homeless applicants to properties is still impacting too. United Living have now started to undertake void works and as they complete properties this will help us move towards the overall target in the coming months.					
Sick	Ave sick days per employee (rolling 12 months)	ML	8.0	14.21	N/A
No narrative provided					
R1	Repair appointments kept	AB (DS)	97.00%	95.24%	92.65%
Improvement in appointments made and kept has been due to the changes in process ensuring we honour all appointments made with tenants. There are a number of appointments that we have that are not recorded due to system failures, essentially this is where we have attended and completed work but the mobile software fails to update the system, this equates to a maximum of 6 or so per day					
R5COM	Ave days to complete repairs	AB (DS)	28	Not available	Not available
Data is unavailable from the system in any accuracy as the system does not enable all jobs to closed on completion. Scripts are run to close these jobs but currently the date the job is closed by the script is a long time after the job has been completed.					
RP02	Repairs completed within target timescales	AB (DS)	85.00%	Not available	Not available
Although we do have data, this suggests we attend all repairs on average within circa 15 days. The systems issues as described previously is the relativity of time taken to complete repairs is a system problem that is not currently recording accurately when the date work is completed					
RP02.2	Emergency Repairs in time	AB (DS)	100.0%	Not available	Not available
We have data that suggests we attend all emergency repairs in 1.3 days, however again due to system limitations this data cannot be relied 100%					
BS01	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	AB (DS)	100.0%	99.18%	N/A
147 properties non-compliant. We are still in the process of setting up a non-access team to deal with the all properties where we have not been able to gain access non-access. We have created reports for housing, social services and fuel poverty team. Working with legal who will need to resource their structure to manage up to 10 injunctions per week. Our teams will continue to attempt access and record all access attempts.					
EICR001	Dwellings with a satisfactory EICR in last five years	AB (SE)	100.0%	99.20%	N/A
197 over target out of 24,577 properties. Reasons: 14 in appointment stage, 4 completed but awaiting cert, 32 legal assistance required, 1 outstanding repair, 10 are on the rewire programme, 86 TEM support required, 2 TunTum properties need to be removed, 3 are with Major works teams and 45 are voids.					

Ref.	Performance indicator	Resp. Person	24/25 Target	Oct-24	24/25 YTD
C6	Overdue Low Risk Fire Risk Assessments Actions	AB (SE/DS)	0	159	N/A

159 out of 1048 (15.17%)  
 We continue to lower the 'low' outstanding actions which are being undertaken by United Living and Lovells. We have programmes of work in place to complete all actions

Ref.	Performance indicator	Resp. Person	24/25 Target	Oct-24	24/25 YTD
RP01	% of stock that is categorised as a non-decent home	AB (SE)	0.00%	3.81%	N/A
<p>At the close of the last financial year, non-decency levels stood at an impressive 0.5%. As is standard practice, the start of the new financial year in April brought the inclusion of all properties newly categorised as non-decent, resulting in an initial figure of 6.8%. This figure served as the foundation for shaping the 2024/25 programme and determining the budget necessary to achieve full compliance. By October, non-decency levels had decreased to 3.81%, aligning closely with our forecast and demonstrating the programme's effectiveness. This trajectory confirms that we are on track to achieve 0% non-decency by the end of the financial year, ensuring readiness for the next cycle.</p> <p>It is also worth noting that all Category 1 HHSRS hazards continue to be addressed immediately, reflecting our commitment to maintaining the highest safety and quality standards for residents.</p>					
CH02	Complaints responded to within the timescale	PS	100.0%	95.35%	90.36%
<p>Complaint volumes continue to reduce for Stages 1&amp;2. October's escalations have reduced due to improved checks against promises/actions made in Stage 1 responses being monitored and adhered to.</p>					