

Nottingham City Council Housing Services

Exceptions Overall Balanced Scorecard Report - March 2025

Ref.	Performance Indicator	Resp. Person	24/25 Target	Mar-25	24/25 Outturn
TEM4	Rent Loss due to Voids	SG (RH)	1.80%	1.95%	N/A

The Void rent loss has increased 0.04% in month and can still be attributed to the high numbers of lettable voids in the system despite the number of voids falling over the last 2 months. The reduction in the number of Voids will help in coming months, but not this reporting period. We have continued with the previously discussed additional electrical contractor support through United Living, with us passing more electrical work through to them, and 2 other contractors. Additional Asbestos has been required to be removed as a consequence of the additional electrical works and this has a time implication on property completions.

The time to match void properties to homeless households continues to impact, with the challenges being for single person accommodation; however, the Homelink team are prioritising the assessment of housing applications for homeless households matched to 'ready to let' properties. Lettings and HomeLink Managers are sending daily updates to Housing Solutions on the 'available ready to let' properties which are not on offer, and are working closely alongside Housing Solutions to support with the matching of suitable households to ready to let voids.

Sick	Ave sick days per employee (rolling 12 months)	ML	10.2	13.34	N/A
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Dealing with absence remains a priority for the HR team.

The reasons for absence vary within NCC HS however the most common forms for Long Term absence are for mental health type reasons, e.g. Stress and depression. In order to address these, we work closely with our wellbeing lead in order to support where necessary and we also utilise our EAP.

We also have a number of people off for more serious type illnesses e.g. cancer. Over the last year we have seen a concerning rise in staff either being off with cancer (various forms) or off during investigations for possible cancer.

In all cases we continue to support where necessary and also signpost accordingly.

Over the last year absence levels have improved, and we continue to strive to the target of 10.2. The absence figures have improved from 14.81 (23/24 year-end) to 13.34 (24-25 year-end) which is a 9.93% reduction.

For the year 24/25 we have dismissed 12 people via Stage 3 absence meetings. We currently have another two Stage 3 hearings in the diary which may result in the dismissal of two more Long Term Sick individuals.

We will continue to work closely with our stakeholders and promptly help, advise and support in all cases of absence. It is hoped in the year 25/26, further improvements will be realised.

R5COM-Repairs	Ave days to complete repairs	DS	28	42.8	N/A
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The Performance Indicator (PI) has increased by 9 days meaning the time taken to complete a Responsive repair is taking longer (in comparison to last months data). NCCHS is currently transitioning to a new software provider. Along with an increased focus on data cleansing and year-end processes, several orders (either confirmed complete or duplicates) have been closed. If these factors are considered and the old historic orders are removed from the dataset, the actual figure is 27.54 days. We have a dedicated team reviewing the WIP on a weekly basis. There is a clear audit trail with comments inserted into NEC reporting database against each order that may have been completed / cancelled. Every customer is contacted prior to amended any job, to ensure that they agree that the job can be closed.

Additionally, the PI dataset includes non-qualifying repairs and work orders with longer Service Level Agreements (SLAs) for completion, such as composite door replacements and other capital replacement work. While these non-qualifying repairs (* see below) have not been removed from the current dataset, it is recommended that they be excluded from the calculation in the new financial year. These may also be reported under other scorecards, such as Damp and Mould works orders (DMC priority).

For the responsive repairs service (categories 1, 2, and 3 only), additional trade colleagues have been recruited to focus on category 2 repairs. This will increase appointment availability and allow category 2 work to be completed more quickly. Agile working among teams is still in place to adjust the service based on demand. When the total mobile system is implemented, it will help support the process of sharing resources.

* Section 11 of the Landlord and Tenant Act 1985 creates an implied term in tenancy agreements that a landlord must carry out certain repairs. Non-qualifying repairs are those that do not fall under the "Right to Repair" scheme, meaning the landlord is not obligated to fix them, or the tenant may be responsible for the cost. These repairs often involve costs exceeding a set limit, are not considered emergencies or safety issues, or are the responsibility of the tenant.

Ref.	Performance indicator	Resp. Person	24/25 Target	Mar-25	24/25 Outturn
RP02.2	Emergency Repairs in time	DS	100.0%	85.17%	N/A
The figure has increased by 2.64ppts this month and 'Average days between Priority 1 repair being raised and attended' confirms that they are attended within 0.81 days. Cleansing work continues with scripts being used to operationally complete orders completed but not fully closed on the system.					
BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	DS	100.0%	98.94%	N/A
Update at 1st April - there were 241 properties overall that are non-compliant, an overall reduction of 17 on previous month. These properties and all information on access attempts has been passed to NCC legal team to prepare and pursue injunctions through the courts in batches with 213 letters before action being sent out. We continue to attempt access whilst the injunction process is being carried out to ensure compliance with gas regulation 39.					
EICR001-NCC	Dwellings with a satisfactory EICR in last five years (with C1 and C2 completed)	SE	100.0%	99.35%	N/A
As of 14/04/25, 112 properties are showing as over target. 48 are showing as recent void over target, making a total of 160. The Voids team has provided an update which will be uploaded this week. For over target occupied properties, 20 have been sent to Legal for a joint Letter Before Action (LBA) with the Gas team. Domestic Electrical Installation Condition Reports (EICR) will be uploaded into C365 (database) by 18/04/25. A solution needs to be found to get all existing EICRs out of First Touch/Easy Cert and into C365. Additionally, C365 data will be incorrect until we have EICR templates for C365.					
C6 (FIRE006c-NCC)	Overdue Low Risk Fire Risk Assessments Actions	SE/DS	0	48	N/A
We continue to manage the outside priority actions with United Living and Lovells and, as a result, March's figure of 48 represents a 90.1% reduction compared to the high of 483 in July 2024. We anticipate further reductions next month.					
RP01-NCC	% of stock that is categorised as a non-decent home	SE	0.0%	0.3%	N/A
<p>March's 0.3% performance was an improvement against February's 1.4% primarily due to the number of works being completed. The Stock Condition Surveys (SCS), continue to be undertaken, which have identified some Housing Health and Safety Rating System (HHSRS) failures that are added monthly. These failures are promptly addressed. The 0.3% non-decency rate t year end was due to 73 having live HHSRS failures and 5 failing thermal comfort, due to no-access.</p> <p>As of 11th April, 7,548 SCSs have been carried out, accounting for 30.9% of the city's properties. This performance is ahead of target with the RAG status being green, indicating strong performance.</p>					
CH02-NCC	Complaints responded to within the timescale	PS	99.0%	98.0%	92.5%
March 2025 performance has significantly improved by 18.7ppts compared to March 2024 which is indicative of the continued work across the business to ensure compliance with complaint targets. March 2024 saw 1 in 5 complaints answered out of target, while March 2025 had just a single complaint answered out of target. The 2024/25 outturn has improved 7.8ppts from 84.70% in 23/24 to 92.54%. Though this has not achieved the annual performance target, it represents a significant improvement which has continued throughout the year and is expected to continue moving forward into 25/26. Further monitoring of complaints as they approach target, as well as more encouragement to use the 'interim' process is planned to improve future performance.					

Ref.	Performance indicator	Resp. Person	24/25 Target	Mar-25	24/25 Outturn
TSMWIP-LEG	NEW: No. current live Disrepair cases awaiting settlement or closure	SE	Information Only	559	N/A

The number of active cases awaiting resolution has decreased from 582 to 559.

≤ 1 month from letter of claim – 37

1 - 3 months – 64

3 - 6 months – 98

6 - 12 months – 168

12 months + – 192

In March, we received 50 new cases, which is an increase of 18 compared to the previous three months. We are enhancing our triage surveying for disrepair claims as soon as a Letter of Claim is received. This proactive approach allows us to complete necessary works more quickly, thereby improving closure rates and reducing future settlement costs.

TSMWIP-DMC	NEW: No. Live cases with Damp and Mould to be removed	SE	Information Only	152	N/A
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The numbers indicate a slight decrease in March.

To meet the demand for both existing and new works, further improvements are necessary to increase completion rates. We have secured additional resources from our current contractors to support this effort. Additionally, we have requested that contractors complete all works in a single visit to eliminate the two-stage process.