

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

Ref.	Performance Indicator	Good Perf. Is	Resp. Person	Apr-24	Feb-25	Mar-25	24/25 Outturn	Apr-25	24/25 Target
	FINANCE								
HIM6	Rent collection (YTD figure)	Higher	SG (RH)	97.58%	100.55%	100.50%	100.50%	98.97%	100.0%
HIM11a	Current Tenant Arrears	Lower	SG (RH)	£3,670,035	£3,175,615	£3,090,497	£3,090,497	£3,123,069	£3,532,530
LH001	Leasehold/Service Charge collection (rolling YTD figure)	Higher	SG (RH)	14.71%	70.95%	86.67%	86.67%	10.60%	83.00%
TEM4	Rent Loss due to Voids	Lower	SG (RH)	1.90%	1.91%	1.95%	1.95%	2.30%	1.80%
HIM11	Current tenant arrears as % annual rent roll	Lower	SG (RH)	2.91%	2.45%	2.38%	2.38%	2.42%	3.0%
	PEOPLE								
Sick	Ave sick days per employee (rolling 12 months)	Lower	ML	15.01	13.35	13.34	13.34	13.36	10.2
	OPERATIONS & CUSTOMER EXPERIENCE								
R1 (local)	Responsive Repair appointments kept	Higher	DS	90.5%	97.39%	97.20%	97.20%	97.54%	97.0%
R5COM (local)	Ave days to complete Responsive repairs	Lower	DS	35.97	33.77	42.80	42.80	30.09	28
RP02	Responsive Repairs completed within target timescales	Higher	DS	80.02%	88.48%	85.90%	85.90%	86.02%	85.0%
RP02	Emergency Repairs in time	Higher	DS	85.63%	82.53%	85.17%	85.17%	88.03%	100.0%
ALL ART	Ave Re-let time for all properties (GN & SLD) - Year to date	Higher	SG (RH)	32.00	41.32	41.88	41.88	40.79	45.00
NM01.1-NCC	Anti-social behaviour cases relative to the size of the landlord (Cases per 1,000 properties)	Lower	KS	26.6	35.8	26.7	26.7	27.4	27.0
	COMPLIANCE								
BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	Higher	DS	100.0%	98.86%	98.94%	98.94%	99.1%	100.0%
EICR001-NCC	Dwellings with a satisfactory EICR in last five years (with C1 and C2 completed)	Higher	SE	99.39%	99.21%	99.35%	99.35%	99.4%	100.0%
BS02-NCC	% Fire Risk Assessments completed in target	Higher	SE	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
FIRE006-NCC	Overdue High Risk Fire Risk Assessment Actions	Lower	SE/DS	0	0	0	0	0	0
C5 (FIRE006b-NCC)	Overdue Medium Risk Fire Risk Assessments Actions	Lower	SE/DS	0	0	0	0	0	0
C6 (FIRE006c-NCC)	Overdue Low Risk Fire Risk Assessments Actions	Lower	SE/DS	368	75	48	48	15	0
RP01-NCC	% of stock that is categorised as a non-decent home	Lower	SE	6.80%	1.40%	0.30%	0.30%	0.50%	0.00%

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	TENANT INVOLVEMENT & EMPOWERMENT								
CH02-NCC	Stage 1 complaints responded to within the timescale	Higher	PS	91.18%	96.70%	97.96%	92.54%	88.6%	99.0%
CH01-NCC	Number of Stage 1 complaints relative to the size of the landlord (Complaints per 1,000 properties)	Lower	PS	52.2	46.9	42.8	42.8	41.8	60.0
NCCHS-ED001	Data profiling on our customers is complete	Higher	PS	99.96%	99.97%	99.98%	99.98%	99.98%	98.0%
	HOME STANDARD								
BS03-NCC	Asbestos safety checks	Higher	SE	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
BS04-NCC	Water safety checks	Higher	SE	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
BS05-NCC	Lift safety checks	Higher	SE	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
TSMWIP-LEG	No. current live Disrepair cases awaiting settlement or closure	Lower	SE	758	582	559	559	566	To reduce
D3.1	≤ 1 month from letter of claim	Lower	SE			37	37	55	
D3.2	1 - 3 months	Lower	SE			64	64	79	
D3.3	3 - 6 months	Lower	SE			98	98	87	
D3.4	6 - 12 months	Lower	SE			168	168	147	
D3.5	12 months +	Lower	SE			192	192	198	
DM1	Total number of Live tenant reported Damp and Mould cases with remedial works outstanding	Lower	SE			1085	1085	959	To reduce
DM1.1	≤ 1 month	Lower	SE					58	
DM1.2	1 - 3 months	Lower	SE					375	
DM1.3	3 - 6 months	Lower	SE					321	
DM1.4	6 - 12 months	Lower	SE					100	
DM1.5	12 months +	Lower	SE					105	