

**Nottingham City Council Housing Services
Exceptions Overall Balanced Scorecard Report - December/Q3 2024/25**

Ref.	Performance indicator	Resp. Person	24/25 Target	Dec-24	24/25 Q3	24/25 YTD
TP02	Satisfaction with Repairs	AB (DS)	75.0%	N/A	62.0%	63.0%

We have brought in additional external capacity to address aged work on damp and disrepair and, as s these works are being done, it could impact on customers perception of the service. We are working with the Tenant Involvement Team to review our Property Service offer including the introduction of an additional repairs category and some mystery shopping on the customer experience, initially on the repairs journey. To try and build trust with customers, we have instigated a number of changes including enabling the repairs plans can call upon trade colleague resources from other areas of the Property Service to ensure we can honour pre agreed appointments due to sickness or over runs on jobs. We have extended the minimum appointment slot to 45 minutes to provide some capacity to do work in a single visit without having to return. We have recently recruited two new repairs managers to provide additional management capacity and to help with the development of changes to the delivery model which will see an enhanced geographical site-based service presence. There remains a sizeable and positive difference between perception satisfaction and higher satisfaction levels through transactional surveys after tenants have experienced the service.

R5COM	Ave days to complete repairs	AB (DS)	28	38	N/A	N/A
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This has increased slightly on last month. Throughout the year we have seen fluctuations in the time taken which is reflective of the volume and type of work needed to complete for the month. We still carry out what would be classed as large or complex repairs under a routine priority, these can take multiple trade colleagues to resolve with works planned over numerous days. We are working with the CSCs to increase the number of these type of works that are allocated to a planned priority. We have identified issues linked to leaks and textured ceilings with time taken for asbestos tests impacting on time taken to complete repairs. We have put in a request in the 25/26 budget to have our own internal non-licenced asbestos removal team to help improve overall capacity in this area, as well as, a future programme to remove textured coated ceilings to remove the potential hazard.

RP02.2	Emergency Repairs in time	AB (DS)	100.0%	86.51%	N/A	N/A
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Although performance has improved slightly in December, we have identified a range of issues with performance which we are addressing. There continues to be the ongoing issues of the NEC system not closing a job down after we have completed it with the customer which has been reported on previously. We have allocated resources to try and manage system issues and to feed into weekly data cleansing activity. We are working with staff training and performance management as some staff are completing follow-on work on the original Priority 1 work order which is impacting on the days taken to complete the work order. Priority 1 repairs reflected just under 45% of all work orders raised in the month compared to a sector guideline of 10% - this continues to have significant impact on resource requirements. Although we are looking at what these orders are, a key issue is that they are being escalated to a Priority 1 status due to vulnerability issues. Work on the vulnerability policy will help provide more appropriate guidance for the CSC and staff more widely on reasonable adjustments when raising work orders other than speed of service for vulnerability. As part of the review of service standard, we are looking to introduce an additional repair category to try and relieve the demand on the existing Priority 1 category.

TP09	Satisfaction with Complaint handling	PS	60.0%	N/A	29.0%	33.0%
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Additional probe questions included in TSM surveys generated 125 verbatim comments when tenants who are not satisfied with the way their complaint was handled were asked for more information. This specific feedback is very valuable as it is real as opposed to perception and allows us to focus on those areas of our service that need priority attention to generate an increase in satisfaction. The most frequently mentioned area of complaint is that complaints are not resolved and when they are it takes too long to do so. Given the strong Complaint Handling Adherence scores for formal Stage One & Stage Two complaints this suggests that the dissatisfaction is that when non-formal expressions of dissatisfaction are shared (telephone call to CSC, email to HPM, etc) the feedback is not captured and resultingly becomes lost in our process. This situation can only be improved when we are delivering services as published to more tenants, and more consistently, with the key area of opportunity being via our Responsive Repairs service.

Ref.	Performance indicator	Resp. Person	24/25 Target	Dec-24	24/25 Q3	24/25 YTD
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	SG	70.0%	N/A	49.0%	53.0%

Satisfaction has dropped slightly for general needs tenants in line with a drop in overall satisfaction and being treated fairly and with respect.

1. The Housing Assurance Board has now held 3 meetings to review performance, scrutinise decision making, influence policy development and service improvement.
2. Training for board members will take place during Q4 to further equip board members to provide robust scrutiny of delivery and performance
3. Two HAB members are now co-opted to attend all EHOB meetings.
4. Once training is completed the HAB will identify their first area of service scrutiny
5. Repairs and Maintenance Service Improvement Group (SIG) established with first priority to review of Repairs Service Standards utilising diary room style customer journey mapping .
6. Significant engagement to consult with tenants on review of the Resident Engagement in Building Safety Strategy
7. ASB SIG continues to be involved in policy development

TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	SG	70.0%	N/A	62.0%	61.0%
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Slight increase from the last quarter. Tenants living in deck access, detached and high rise properties have indicated a higher level of satisfaction over other property types. Additional surveys are conducted with tenants living in high-rise blocks to better understand their satisfaction with our caretaking service. We are reviewing the responses to determine service improvement.

Lower satisfaction is reported by tenants living in terraced properties which would relate to ground maintenance on our estates. Work has commenced with Greenspace and Natural Environment to review the existing service delivery and service standards provided

TP11	Satisfied that the landlord makes a positive contribution to the neighbourhood	SG	70.0%	N/A	60.0%	61.0%
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NCC follows the NCCHS Neighbourhood Policy to work with stakeholders to ensure neighbourhoods standards improve. We have recruited 6 out of 14 new posts to manage estate-based issues focusing on health and safety who will take on more responsibility to include neighbourhood improvements. We will be promoting the service to our residents through NCC newsletter to explain how we improve estates through our Decent Neighbourhood program . We will consult with local residents to understand what improvements are needed and where available use specific HRA funds to develop sites working with residents, councillors and contractors.

TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	SG	70.0%	N/A	61.0%	64.0%
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During Q3, 61% of respondents were satisfied with the approach to handling ASB; this is a 3% decrease compared with Q2 and below the target of 70%. To date, 64% of respondents have been satisfied with the approach to handling ASB.

There is no option against the ASB TSM question for respondents to provide further detail as to why they are satisfied or dissatisfied. However, an analysis of the commentary against other questions shows that the most common themes for dissatisfaction around ASB were, respondents affected by ongoing ASB, communication, CCTV, and security. We will review individual feedback from respondents and contact the respondents who have consented to follow-up contact. We will also consider adding a specific comment field to capture more specific feedback on ASB to help us improve our understanding of satisfaction in this area.

Of those surveyed, not all the respondents will have had contact with Housing Services to report ASB and respondents' perceptions will be driven by many factors, including some outside of the direct control of Housing Services. We will continue to work in partnership to tackle ASB in our neighbourhoods using the full range of tools and powers available. We will continue to be active partners in neighbourhood days of action and the monthly multi-agency ASB problem-solving meetings. We will also participate in the newly established Nottingham Community Safety Partnership ASB Strategic Group, which is tasked to review citywide ASB reporting and processes. We will continue to work with the tenant Housing Services ASB Service Improvement Group to identify and deliver service improvements. We will continue to undertake transactional satisfaction surveys for customers who have directly accessed the ASB service.

An ASB Communications Plan is in place to outline our communications strategy for ASB and hate incidents and we are investing in new ASB case management training for our frontline teams.

We are reviewing the ASB Policy & Procedure and service standards to ensure they meet the needs of our tenants and our communities.

Ref.	Performance indicator	Resp. Person	24/25 Target	Dec-24	24/25 Q3	24/25 YTD
TP01	Overall satisfaction	PS	85.0%	N/A	59.0%	59.0%
<p>60% of tenants surveyed are satisfied/very satisfied. Recent discussions have centred around the assumption that the performance will have been negatively impacted by a combination of severe poor weather at the time the surveys were carried out, which culminated in highlighting many outstanding repair situations (leaking roofs/fencing, etc) where it is fair to say there are already programmes in place to catch up with aged work. The wider perception of NCC has been impacted, again negatively by the consistent press/media coverage concerning the financial situation we find ourselves in, and subsequent consultation going out regarding reduction or removal of services along with forecast increase in charges, including Council Tax. Whilst the surveys are to NCCHS tenants specifically there is a definite cross-over in perception where NCC & NCCHS are seen as one and the same.</p>						
BS01	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	AB (DS)	100.0%	98.89%	N/A	N/A
<p>January 1st update - there are 252 properties non-compliant overall. The first batch of properties have been sent to NCC legal team to prepare and pursue injunctions through the courts. The Legal team are reviewing resources to manage these properties. Links have been set up with social services and fuel poverty teams and we will continue to attempt access whilst the injunction process is being carried out. We continue access attempts to all non-compliant properties and they are being revisited periodically to ensure compliance with gas regulation 39 (where we can show that all reasonable access attempts have been made).</p>						
EICR001	Dwellings with a satisfactory EICR in last five years	AB (SE)	100.0%	99.28%	N/A	N/A
<p>There are 140 properties over target and a further 37 recent voids awaiting an update. There continues to be effective teamworking between the Head of Planned Maintenance and Housing Patch Managers in dealing with historical and more complex cases. Also, there is really good engagement from TEM which is yielding results. In addition, there is one historical injunction property which has now become vacant and one blank occupied property without PTEST left which is access related, the rest have complex issues or are awaiting void status. There is no real movement to report on the rest of NCC over target properties; however we will continue to carry out frequent visits to all over target.</p>						
C6	Overdue Low Risk Fire Risk Assessments Actions	AB (SE/DS)	0	95	N/A	N/A
<p>We are managing the outside priority actions with United Living and Lovells and, as a result, have seen month on month reductions since July's high of 483 - this equates to an 80.3% reduction. We anticipate further reductions next month.</p>						
RP01	% of stock that is categorised as a non-decent home	AB (SE)	0.0%	4.07%	N/A	N/A
<p>At the end of the 2023/24 financial year, performance was recorded at 0.5%. However, at the start of April, the reporting of all properties falling into non-decency for the new financial year was 6.8% due to the new year programme commencing. This figure has been used to shape the 2024/25 programme and determine the budget required to achieve decency standards. Any Category 1 failures are addressed immediately.</p> <p>As of December 24, performance showed a slight decrease of 0.26%, primarily due to an increase in Stock Condition Surveys (SCS), which have identified some Housing Health and Safety Rating System (HHSRS) failures. These failures are promptly addressed, ensuring confidence in meeting the year-end target of 0%.</p> <p>Current Status and Data Integration As of 17th January 2025, we have completed 3,228 SCS and HHSRS assessments. These assessments are being integrated into our NEC database to ensure future investment programmes are based on the most current data. This allows for the scheduling of key element replacements and ensures all NCC housing meets government decency standards. It is important to note that SCS results can impact the decency percentage either positively or negatively, depending on the condition of key elements. However, any identified failures will be incorporated into future plans to maintain compliance.</p>						
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	PS	85.0%	N/A	68.0%	72.0%
<p>72% YTD places NCCHS in the Upper Quartile of the ROSH Tenant Satisfaction Measures Headline report.</p>						

Ref.	Performance indicator	Resp. Person	24/25 Target	Dec-24	24/25 Q3	24/25 YTD
TP08	Agreement that the landlord treats tenants fairly and with respect	PS	85.0%	N/A	71.0%	75.0%

75% YTD places NCCHS borderline Upper Quartile of the ROSH Tenant Satisfaction Measures Headline report.

CH02	Complaints responded to within the timescale	PS	100.0%	94.20%	95.52%	91.24%
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Performance has declined; however, this is due to known issues in two areas that have subsequently been addressed. Overall volumes remain low and performance is expected to return to previous levels moving forward.

TP03	Satisfaction with time taken to complete recent repair	AB (DS)	75.0%	N/A	53.0%	55.0%
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We have brought in extra external resources to address aged works orders linked to damp and mould and disrepair which, as they are being completed, could impact on customers perception of the repairs service. There continues to be a difference between the perception satisfaction surveys and the independent transactional surveys done once a repair has been completed. We have started work with our Tenant Involvement team to try and understand more about customers' perception on how long they should wait for an issue they have reported to be attended. In December, 3,033 work orders were raised under the '24 hour' response category which represents 44% of all work orders.

TP04	Satisfaction that the home is well maintained	AB (SE/DS)	80.0%	N/A	65.0%	64.0%
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At the end of 2023/24, we were 99.5% compliant with the government Decent Homes Standard (DHS). We have a comprehensive repairs, maintenance and investment service to ensure that we maintain a balance with meeting the DHS and preventing properties becoming non-decent. As part of our 'knowing our homes' approach, we have, from the analysis of repairs/existing stock condition data, identified the need to set up a range of preventative work programmes. These have taken significantly longer to put in place than expected due to delays with governance and recruitment. Although it is extremely early days in terms of volumes, the SCS surveys completed data is verifying our existing data and the assumptions we had on remaining life of key attributes.

TP05	Satisfaction that the home is safe	AB (SE/DS)	87.0%	N/A	72.0%	76.0%
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As a landlord we have taken a range of steps to ensure the health and safety of tenants in their homes and associated communal areas. This includes periodic servicing and inspection to address areas including excess cold, prevention of fire, building safety, testing of emergency lighting and the estate caretaking service in communal areas. We are continuing to develop our approach to dealing with customers who do not given us access under the terms of their tenancy for us to discharge our landlord obligations. We have been revisiting properties where we had capped off a gas supply as part of our guaranteed access policy. This is to ensure a more robust risk assessment is in place and customers have been signposted to Energy Support where they have not been able to complete a service due to no credit on the gas meter. From this process some customers have requested we maintain the cap as they do not want to use gas.