

Nottingham City Council Housing Services

Exceptions Overall Balanced Scorecard Report - April 2025

Ref.	Performance Indicator	Resp. Person	24/25 Target	Apr-25
HIM6	Rent collection (YTD figure)	SG (RH)	100.0%	98.97%

The in-year collection achieved for April is 98.97%, which is an increase from the same point last year of 1.39%. As this is a cumulative figure, the yearly trend shows an increase month on month and the early performance compared to the same point last year is reassuring.

TEM4	Rent Loss due to Voids	SG (RH)	1.80%	2.30%
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The Void rent loss for the month is higher than last month, due to the being higher number of lettable properties in the system. Given this is also the first month of the year there is no averaging of previous months as was the case in March. The number of properties received in the last month have remained higher than last years average for a second consecutive month. This has increased the number of properties awaiting survey and in works, combined with the Easter holiday period and annual leave being taken, this has reduced our capacity. To alleviate this challenge United Living have been given more properties in both of these areas to assist in the turnaround. A new Voids Manager has also started in post at the end of this month which will increase capacity in the future.

Sick	Ave sick days per employee (rolling 12 months)	ML	10.2	13.36
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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 Employee Assistance Programme (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 15.01 (April 2024) to 13.36 (April 2025) which is an 11% reduction.

We currently have 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 (local)	Ave days to complete Responsive repairs	DS	28	30.1
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This PI has reduced this month by 12 days with the dataset looking at Cat. 1, 2 and 3 orders. Performance is over our target by 2 days. There was a notable increase in the volume of works received into the business. There is a longer lead in period from the point a job is raised and the first appointment offered for Cat. 2 repairs. Additional resources are being recruited for plumbing along with further discussions about internal Gas and Electrical colleagues being reassigned. Along with this, consideration is being given to the utilisation of a general build contractor to support the Direct Labour Organisation (DLO).

RP02	Emergency Repairs in time	DS	100.0%	88.03%
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April has seen an increase of 2.86ppts - we have also seen an increase in the volume of orders received for this category. 34.25% of all work received is recorded as a Cat. 1 repair, with the balance as non-urgent, which is too high. Approximately 34% of the emergencies received being for plumbing, circa 20% for heating and circa 20% for electrical work. The redeployment of resources in-house, as well as external recruitment, is being considered. NB, the average time to complete a Cat 1 order is 1.04 days.

BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	DS	100.0%	99.10%
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Update at 1st May - there were 195 properties overall that are non-compliant, an overall reduction of 46 on the previous month. These properties and all information on access attempts has been passed to the NCC legal team to prepare and pursue injunctions through the courts in batches with 225 Letters Before Action (LBA) being sent out which are starting to generate appointments and have a positive effect. We continue to attempt access whilst the injunction process is being carried out to ensure compliance with Gas Regulation 39. With the actions being undertaken, we are 100% compliant on those properties where we have been allowed access to carry out servicing; therefore, whilst the data shows us to be below target, the RAG rate performance is GREEN in relation to our duties under current regulations.

Ref.	Performance indicator	Resp. Person	24/25 Target	Apr-25
EICR001-NCC	Dwellings with a satisfactory EICR in last five years (with C1 and C2 completed)	SE	100.0%	99.40%

118 total over target - 17 recent voids need updating, 101 over target on the program. We have gained access to 11 over target historical properties this month, 5 were via joint injunctions working with Tenancy Estate Management (TEM) for access. 16 properties are decanted, Notice to Quit (NTQ) or awaiting to be confirmed as void. The remaining 85 properties require either legal support or tenants require support from TEM - awaiting access team implementation to move these forward. With the actions being undertaken, we are 100% compliant on those properties where we have been allowed access to carry out servicing; therefore, whilst the data shows us to be below target, the RAG rate performance is GREEN in relation to our duties under current regulations.

C6 (FIRE006c-NCC)	Overdue Low Risk Fire Risk Assessments Actions	SE/DS	0	15
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We have been successful in further reductions, with only 15 long-standing issues to be undertaken. These are being programmed with United Living to undertake.

RP01-NCC	% of stock that is categorised as a non-decent home	SE	0.0%	0.5%
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As of April 30th, the non-decency rate has increased slightly by 0.2%. This rise is primarily due to the ongoing Housing Health and Safety Rating System (HHSRS) assessments being conducted as part of the Stock Condition Surveys (SCS).

As of 5th May 2025, we have completed SCS on 8,567 properties, which represents 34.9% of the total housing stock. In total, Nottingham City Council (NCC) has now completed 18,234 SCS over the past five years - covering 74.6% of the social housing stock. Our objective is to ensure that every home undergoes a new, externally conducted SCS by an independent specialist by March 2026.

We remain on track to achieve 0% non-decency by the end of the financial year, contingent on the successful delivery of the Maintaining Decency Housing Revenue Account (HRA) capital replacement programme.

CH02-NCC	Stage 1 complaints responded to within the timescale	PS	99.0%	88.6%
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April 2025 saw a marginal dip in performance with 9 out of 80 Stage 1 responses being out of target; however, the overall performance continues to be strong against target. We continue to monitor complaints as they near targets to ensure response timeframes are met.

The majority of over target complaints for the month came from one particular service area which has recently seen some changes in the ownership of complaints, which subsequently had the impact on performance shown in the figures. We have worked closely with them to improve communication between their team and Customer Relations Team (CRT) to ensure the interim process is being used effectively for complex cases where more time is required but also to ensure complaints at risk of going over target are highlighted and promptly actioned to ensure improved performance moving forward.

TSMWIP-LEG	No. current live Disrepair cases awaiting settlement or closure	SE	To reduce	566
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The number of unsettled cases awaiting resolution increased by 7 in April. We received 55 new letters of claim - up from an average of 32 in recent months. This is mainly due to an increase in claims farmers within the city. To reduce disrepair numbers, we are enhancing our triage surveying of disrepair claims as soon as a Letter of Claim is received from the legal team. This proactive approach allows us to complete necessary works more quickly, improving closure rates and reducing future settlement costs. Our Delivery Manager has asked the contractor to provide a delivery plan to complete all works over 12 months old to prevent second claims.

≤ 1 month from letter of claim – 55
1 - 3 months – 79
3 - 6 months – 87
6 - 12 months – 147
12 months + – 198

DM1	Total number of Live tenant reported Damp and Mould cases with remedial works outstanding	SE	To reduce	959
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In April, there was a reduction of 126 cases. Since March 10th, all tenant-reported Damp & Mould (D&M) issues have been assigned to Lovells for completion. Legacy D&M tasks, allocated to both the internal Planned team and United Living that are over six months have been followed up for completion dates and a program to clear them as soon as possible. We have updated the performance scorecard to reflect the agreed method of completing all works in a single visit, rather than the previously introduced two-stage process. As agreed the age of all cases has also been added to the scorecard.

≤ 1 month – 58
1 - 3 months – 375
3 - 6 months – 321
6 - 12 months – 100
12 months + – 105