

Nottingham City Council Housing Services

Exceptions Overall Balanced Scorecard Report - May 2025

Ref.	Performance indicator	Resp. Person	Target TBC	May-25
HIM6	Rent collection (YTD figure)	RH	100.0%	97.70%

The in-year collection achieved for May is 97.7%, which is an increase from the same point last year of 0.03%. As this is a cumulative figure, we will look to improve this month-on-month and we are confident we will achieve target.

Sick	Ave sick days per employee (rolling 12 months)	ML	10.2	13.39
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Absence remains a key focus for the HR team at NCC HS. The most common cause of long-term absence is mental health issues, such as stress and depression. The team collaborates with the Wellbeing Lead and uses the Employee Assistance Programme (EAP) to provide support. There has also been a noticeable increase in absences related to cancer diagnoses or investigations. Support and signposting are provided in all cases. Despite these challenges, overall absence levels have improved over the past year, with continued efforts to meet the target of 10.2.

R1	Responsive Repair appointments kept	DS	97.00%	96.47%
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This measure is for Cat. 2 & 3 only. The PI has decreased by 1.07 percentage points taking it just under target. A continued approach to working flexibly between teams (and moving resources in line with business needs) and a focus on trade colleagues staying on site if further time is needed is positively contributing to this measure.

R5COM (local)	Ave days to complete Responsive repairs	DS	28	33.48
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This PI has increased by 3 days with the dataset looking at Cat. 1, 2 and 3 orders. Performance is over our target by 5 days (NB two bank holidays); however, this includes a target for Cat 3's of 90 days - last years outturn was 42 days. Along with this, a general build contractor to support the Direct Labour Organisation (DLO) are starting in June. New trades have been put onto diaries and Personal Digital Assistant's (PDAs). There is a focus on the clearing of out of date orders which will distort the figures. The average to book a Cat. 2 is 27 days and a longer lead time on Cat. 3 repairs is adversely affecting the target.

RP02	Emergency Repairs in time	DS	100.0%	85.98%
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Emergency performance is slightly down but the bulk of the work is the non-urgent priorities, and performance is up 16% on April's result. April has seen an decrease of 2.86 percentage points. 34.25% of all work received is recorded as a Cat. 1 repair, with the balance as non-urgent, which is too high. A proportion of the failures appear to be carded jobs, rebooked back in on the original order without an extension of time agreed for the order. This has been raised with teams to ensure that orders are administered correctly in line with the Service Level Agreement (SLA).

TEM4	Rent Loss due to Voids	DS	1.80%	2.34%
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Similar to last month Void Rent Loss is higher due to an increase in the number of available lettable properties within the system. There has been a dramatic reduction in the number of properties awaiting survey, due to United Living (UL) continuing to support the service at this time. UL have increased their capacity and have now received a total of 228 properties to date, 40 of which have been completed. Weekly performance meetings are now taking place also to monitor the number of properties UL are planning to deliver. Large £10k+ properties continue to be identified and passed to UL for works. We have also carried out a recruitment exercise to take on additional electricians to assist with electrical repair works, they will be starting in August and in addition we have engaged with contractors to further reduce electrical repairs.

BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	DS	100.0%	99.21%
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Update at 1st June - there were 178 properties overall that are non-compliant, an overall reduction of 17 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. 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. We are also in the process of recruiting a dedicated team to manage the injunction process and 3 monthly programme and occupied capped. With the actions being undertaking, 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	Target TBC	May-25
EICR001-NCC	Dwellings with a satisfactory EICR in last five years (with C1 and C2 completed)	SE	100.0%	99.52%
<p>99 over target on the program. 18 recent voids need updating. 117 Total over target. We currently have two properties at breach of an injunction stage (joint injunction obtained by Tenancy Estate Management (TEM). 15 properties are decanted, Notice to Quit (NtQ) or awaiting to be confirmed as void. The remaining 85 properties require support from TEM - awaiting access team implementation to move these forward which has been identified in the new structure (approx. 3 months). With the actions being undertaking, 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.</p>				
C6 (FIRE006c-NCC)	Overdue Low Risk Fire Risk Assessments Actions	SE/DS	0	16
<p>We had a slight increase in Low Risk Fire Risk Assessments Actions (FRA) moving out of our agreed timescales, as a result we have 16 long-term issues we were looking to remedy. We are working with United Living to programme these over the coming month.</p>				
RP01-NCC	% of stock that is categorised as a non-decent home	SE	0.0%	0.5%
<p>As of May 31st, the non-decency rate is 0.5% (110/24,368). This is primarily due to the ongoing Housing Health and Safety Rating System (HHSRS) assessments being conducted as part of the Stock Condition Surveys (SCS). To date, 10,280 SCSs have been completed, representing 41.9% of the total housing stock.</p> <p>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.</p>				
NM01.1-NCC	Anti-social behaviour cases relative to the size of the landlord (Cases per 1,000 properties)	KS	27.0	28.4
<p>The number of recorded anti-social behaviour (ASB) cases reflects our efforts to promote reporting of ASB incidents. By positively promoting the ASB service, we encourage more tenants to report ASB. Training and case supervision emphasise the importance of utilising the ASB case management system to document ASB casework accurately, ensuring that the data accurately represents service demand. In May 2025, we noticed an increase in anti-social behaviour (ASB) cases related to untidy gardens. This rise can be attributed to seasonal trends as well as the proactive efforts of the Estate Management Assistants, who are actively working in the neighbourhoods to identify and address issues, including untidy gardens.</p>				
TSMWIP-LEG	No. current live Disrepair cases awaiting settlement or closure	SE	To reduce	574
<p>In May, the number of unresolved cases increased by 8, rising from 566 to 574. This increase was primarily due to delays in the surveying process by the contractor brought in to support the reduction of legal numbers. These issues have now been resolved, and a plan has been implemented to support reduction efforts, which should start to show results in the coming weeks.</p> <p>Additionally, we received 60 new Letters of Claim (LoC) in May, a significant rise from the recent average of 32. This influx has also contributed to the increase in unresolved cases. To address this, we are enhancing our triage surveying of disrepair claims as soon as a LoC 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.</p> <p>Our Delivery Manager (DR) has requested the contractor to provide a delivery plan to complete all works over 12 months old, aiming to prevent second claims and breaches.</p>				
DM1	Total number of Live tenant reported Damp and Mould cases with remedial works outstanding	SE	To reduce	964
<p>In May, there was an increase of 5 cases to the total number of live Damp & Mould (D&M) remedials works from 959 to 964. Since March 10th, all tenant-reported D&M issues have been assigned to Lovells for completion. We have met with Lovells and United Living to discuss increasing completions as current performance isn't good enough to achieve the required monthly reduction required. House keeping has begun across all the delivery teams. This may reduce this case figure further as all duplicates will be removed from the system. D&M cases over 12 months has seen a reduction from 100 cases down to 33.</p>				