

**Nottingham City Council Housing Services**  
**Overall Balanced Scorecard Report - May 2025**

Ref.	Performance indicator	Good Perf. Is	Resp. Person	May-24	Mar-25	Apr-25	May-25	Target TBC
	<b>FINANCE</b>							
HIM6	Rent collection (YTD figure)	Higher	RH	97.78%	100.50%	98.97%	97.70%	100.0%
HIM11a	Current Tenant Arrears	Lower	RH	£3,718,773	£3,090,497	£3,123,069	£3,312,020	£3,432,530
LH001	Leasehold/Service Charge collection (rolling YTD figure)	Higher	RH	22.84%	86.67%	10.60%	18.28%	85.00%
HIM11	Current tenant arrears as % annual rent roll	Lower	RH	2.86%	2.38%	2.42%	2.55%	2.9%
	<b>PEOPLE</b>							
Sick	Ave sick days per employee (rolling 12 months)	Lower	ML	14.89	13.34	13.36	13.39	10.2
	<b>OPERATIONS &amp; CUSTOMER EXPERIENCE</b>							
R1 (local)	Responsive Repair appointments kept	Higher	DS	91.82%	97.20%	97.54%	96.47%	97.0%
R5COM (local)	Ave days to complete Responsive repairs	Lower	DS	38.29	42.80	30.09	33.48	28
RP02	<b>Responsive</b> Repairs completed within target timescales	Higher	DS	74.77%	85.90%	86.02%	89.83%	85.0%
RP02	<b>Emergency</b> Repairs in time	Higher	DS	80.48%	85.17%	88.03%	85.98%	100.0%
TEM4	Rent Loss due to Voids	Lower	DS	1.88%	1.95%	2.30%	2.34%	1.80%
ALL ART	Ave Re-let time for all properties (GN & SLD) - Year to date	Higher	DS	41.52	41.88	40.79	39.37	45.00
NM01.1-NCC	Anti-social behaviour cases relative to the size of the landlord (Cases per 1,000 properties)	Lower	KS	28.0	26.7	27.4	28.4	27.0
	<b>COMPLIANCE</b>							
BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	Higher	DS	99.99%	98.94%	99.10%	99.21%	100.0%
EICR001-NCC	Dwellings with a satisfactory EICR in last five years (with C1 and C2 completed)	Higher	SE	99.45%	99.35%	99.40%	99.52%	100.0%
BS02-NCC	% Fire Risk Assessments completed in target	Higher	SE	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
C5 (FIRE006b-NCC)	Overdue Medium Risk Fire Risk Assessments Actions	Lower	SE/DS	4	0	0	0	0
C6 (FIRE006c-NCC)	Overdue Low Risk Fire Risk Assessments Actions	Lower	SE/DS	452	48	15	16	0
RP01-NCC	% of stock that is categorised as a non-decent home	Lower	SE	6.80%	0.30%	0.50%	0.50%	0.00%

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TENANT INVOLVEMENT & EMPOWERMENT								
CH02-NCC	Stage 1 complaints responded to within the timescale	Higher	PS	93.33%	97.96%	88.6%	98.8%	99.0%
CH01-NCC	Number of Stage 1 complaints relative to the size of the landlord (Complaints per 1,000 properties)	Lower	PS	52.0	42.8	41.8	41.6	60.0
NCCHS-ED001	Data profiling on our customers is complete	Higher	PS	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%
BS04-NCC	Water safety checks	Higher	SE	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%
TSMWIP-LEG	No. current live Disrepair cases awaiting settlement or closure	Lower	SE	743	559	566	574	To reduce
D3.1	≤ 1 month from letter of claim	Lower	SE		37	55	49	
D3.2	1 - 3 months	Lower	SE		64	79	131	
D3.3	3 - 6 months	Lower	SE		98	87	51	
D3.4	6 - 12 months	Lower	SE		168	147	140	
D3.5	12 months +	Lower	SE		192	198	203	
DM1	Total number of Live tenant reported Damp and Mould cases with remedial works outstanding	Lower	SE		1085	959	964	To reduce
DM1.1	≤ 1 month	Lower	SE			58	112	
DM1.2	1 - 3 months	Lower	SE			375	123	
DM1.3	3 - 6 months	Lower	SE			321	387	
DM1.4	6 - 12 months	Lower	SE			100	309	
DM1.5	12 months +	Lower	SE			105	33	