

Nottingham City Council Housing Services Overall Balanced Scorecard Report - September 2025									
Ref.	Performance Indicator	Good Perf. Is	Resp. Person	Sep-24	Jun-25	Jul-25	Aug-25	Sep-25	25/26 Target
	FINANCE								
HIM6	Rent collection (YTD figure)	Higher	RH	100.02%	97.92%	97.47%	100.71%	100.00%	100.0%
HIM11a	Current Tenant Arrears	Lower	RH	£3,507,294	£3,408,138	£3,448,425	£2,986,163	£2,895,805	£3,432,530
LH001	Leasehold/Service Charge collection (rolling YTD figure)	Higher	RH	46.00%	23.50%	30.81%	36.93%	43.30%	85.00%
HIM11	Current tenant arrears as % annual rent roll	Lower	RH	2.70%	2.62%	2.65%	2.29%	2.23%	2.9%
	PEOPLE								
S1	Ave sick days per employee (rolling 12 months)	Lower	ML	14.30	13.38	13.62	14.00	13.95	10.2
	OPERATIONS & CUSTOMER EXPERIENCE								
R1 (local)	% Repairs appointments made & kept (Priority 2,3,4)	Higher	DS	95.32%	94.81%	92.04%	93.76%	93.30%	97.0%
TP02	Satisfaction with Repairs	Higher	DS	61.0%	66.0%	N/A	N/A	65.0%	67.0%
R5COM (local)	Ave days to complete Responsive repairs (Priority 1,2,3,4)	Lower	DS	40.56	27.03	16.39	11.9	10	TBC
R5COM-P1	Ave days to complete Emergency Responsive repairs (Priority 1)	Lower	DS	N/A	N/A	1.11	1.55	0.49	1
R5COM-P2 NEW	Ave days to complete Urgent Responsive repairs (Priority 2)	Lower	DS	N/A	N/A	N/A	N/A	6.03	7
R5COM-P3	Ave days to complete Non-Urgent Responsive repairs (Priority 3 - Prev P2)	Lower	DS	N/A	N/A	20.99	15.47	15.06	28
R5COM-P4	Ave days to complete Planned Responsive repairs (Priority 4 - Prev P3)	Lower	DS	N/A	N/A	25.43	15.58	21.32	90
RP02(1)	Proportion of All Responsive Repairs (Priority 1/2/3/4) completed within the landlord's target timescale.	Higher	DS	87.34%	89.59%	85.60%	90.13%	86.0%	87.0%
RP02.2 (P1)	Proportion of Emergency Responsive repairs (Priority 1) completed within the landlord's target timescale.	Higher	DS	80.41%	85.47%	82.50%	81.64%	89.00%	100.0%
RP02.2 (P2) NEW	Proportion of Urgent Responsive repairs (Priority 2) completed within the landlord's target timescale.	Higher	DS		N/A	N/A	N/A	62.00%	100.0%
RP02.2 (P3)	Proportion of Non-Urgent Responsive repairs (Priority 3 - Prev P2) completed within the landlord's target timescale.	Higher	DS	N/A	N/A	75.91%	72.85%	88.0%	85.0%
RP02.2 (P4)	Proportion of Planned Responsive repairs (Priority 4 - Prev P3) completed within the landlord's target timescale.	Higher	DS	N/A	N/A	99.91%	99.72%	100%	85.0%
TEM4	Rent Loss due to Voids	Lower	DS	1.86%	2.35%	2.37%	2.38%	2.40%	1.90%
TP09	Satisfaction with Complaint handling	Higher	PS	30.0%	32.0%	N/A	N/A	36.0%	36.0%
ALL ART	Ave Re-let time for all properties (GN & SLD) - Year to date	Lower	DS	39.59	40.95	42.22	41.75	43.33	42
NM01.1-NCC	Anti-social behaviour cases relative to the size of the landlord (Cases per 1,000 properties)	N/A	KS	29.7	28.8	29.2	29.4	29.49	45.0
TP06	Satisfaction that the landlord listens to tenant views and acts upon them	Higher	ML	53.0%	51.0%	N/A	N/A	51.0%	53.0%
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	Higher	KS	59.0%	58.0%	N/A	N/A	62.0%	62.0%
TP11	Satisfied that the landlord makes a positive contribution to the neighbourhood	Higher	KS	61.0%	61.0%	N/A	N/A	61.0%	63.0%
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	Higher	KS	64.0%	60.0%	N/A	N/A	63.0%	66.0%
TP01	Overall satisfaction	Higher	PS	61.0%	61.0%	N/A	N/A	63.0%	64.0%

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	COMPLIANCE								
BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	Higher	DS	99.66%	99.04%	98.92%	98.85%	99.07%	100.0%
EICR001-NCC	Dwellings with a satisfactory Electrical Installation Condition Report (EICR) in last five years (with P1/P2 completed)	Higher	SS	99.32%	99.54%	99.52%	99.48%	99.41%	100.0%
BS02-NCC	% Fire Risk Assessments completed in target	Higher	SS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
FIRE006-NCC	Overdue High Risk Fire Risk Assessment Actions	Lower	SS/DS	0	0	0	0	0	0
C5 (FIRE006b-NCC)	Overdue Medium Risk Fire Risk Assessments Actions	Lower	SS/DS	0	0	0	0	0	0
C6 (FIRE006c-NCC)	Overdue Low Risk Fire Risk Assessments Actions	Lower	SS/DS	168	15	10	3	1	0
RP01-NCC	% of stock that is categorised as a non-decent home	Lower	SE	3.72%	0.40%	0.48%	0.57%	0.60%	0.00%
	CUSTOMER PERCEPTION								
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them	Higher	PS	72.0%	74.0%	N/A	N/A	73.0%	74.0%
TP08	Agreement that the landlord treats tenants fairly and with respect	Higher	PS	77.0%	73.0%	N/A	N/A	74.0%	78.0%
CH02-NCC	Stage 1 complaints responded to within the timescale	Higher	PS	88.46%	95.89%	97.78%	96.39%	95.65%	99.0%
CH01-NCC	Number of Stage 1 complaints relative to the size of the landlord (per 1,000 properties)	Lower	PS	53.9	39.77	39.27	39.40	39.30	55.0
CH01b-NCC	Number of Stage 2 complaints received (per 1,000 properties)	Lower	PS	6.5	7.20	7.60	7.49	7.10	7.0
CH02b-NCC	Proportion of Stage 2 complaints responded to within timescales	Higher	PS	91.7%	100.0%	100.0%	100.0%	100.0%	99.0%
NCCHS-ED001	Data profiling on our customers is complete	Higher	PS	99.97%	99.99%	99.99%	99.99%	99.99%	98.0%
	HOME STANDARD								
BS03-NCC	Asbestos safety checks	Higher	SS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
BS04-NCC	Water safety checks	Higher	SS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
BS05-NCC	Lift safety checks	Higher	SS	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
TSMWIP-LEG	No. current live Disrepair cases awaiting settlement or closure	Lower	SS	653	484	485	508	527	To reduce
D3.1	≤ 1 month from letter of claim	Lower	SS	N/A	37	42	33	39	
D3.2	1 - 3 months	Lower	SS	N/A	105	84	100	90	
D3.3	3 - 6 months	Lower	SS	N/A	97	141	142	132	
D3.4	6 - 12 months	Lower	SS	N/A	109	115	121	140	
D3.5	12 months +	Lower	SS	N/A	136	103	114	126	
DM1	Total number of Live tenant reported Damp and Mould cases with remedial works outstanding	Lower	SS	N/A	762	734	682	735	To reduce
DM1.1	≤ 1 month	Lower	SS	N/A	58	43	74	73	
DM1.2	1 - 3 months	Lower	SS	N/A	52	66	39	101	
DM1.3	3 - 6 months	Lower	SS	N/A	264	160	153	42	
DM1.4	6 - 12 months	Lower	SS	N/A	315	381	311	400	
DM1.5	12 months +	Lower	SS	N/A	73	84	105	119	
TP03	Satisfaction with time taken to complete recent repair	Higher	DS	55.0%	57.0%	N/A	N/A	57.0%	61.0%
TP04	Satisfaction that the home is well maintained	Higher	SE	63.0%	66.0%	N/A	N/A	68.0%	67.0%
TP05	Satisfaction that the home is safe	Higher	SS	79.0%	74.0%	N/A	N/A	73.0%	77.0%

