

Nottingham City Council Housing Services
Exceptions Overall Balanced Scorecard Report - November 2024

Ref.	Performance indicator	Resp. Person	24/25 Target	Nov-24	24/25 YTD
TEM4	Rent Loss due to Voids	SG (RH)	1.80%	1.86%	N/A
<p>Void Rent loss has remained static for the last three months.</p> <p>We have sought additional electrical contractor support through United Living and have started passing electrical work through to them. This has required them finding and onboarding additional contractors to cope with the volume of work that has been building up. Additional Asbestos removal has also been a consequence of the additional electrical works required and additional capacity has been agreed.</p> <p>The impact of time to match void properties to homeless households continues to impact; however, the Homelink team are prioritising the assessment of housing applications for homeless households matched to 'ready to let' properties. Lettings and HomeLink Managers are sending daily updates to Housing Solutions on the 'available ready to let' properties which are not on offer, and are also attending Loxley House on a weekly basis to work alongside Housing Solutions to support with the matching of suitable households to ready to let voids.</p> <p>As stated, United Living now undertake void works as they complete properties which will move us towards the overall year-end target.</p>					
Sick	Ave sick days per employee (rolling 12 months)	ML	10.2	13.90	N/A
<p>We have sought guidance regarding the Corporate sickness target and will use the 10.2 average days sick per employee compared to the previous 8 days; however, we have been advised that we can set our own internal targets which will need the approval of the Corporate Director for Growth & City Development.</p> <p>In Housing Services, we are looking at the sickness levels between white and blue collar colleagues; therefore, HR will provide a monthly breakdown going forward. In the initial report for the 12 months to 30 November 2024, 50.4% of white collar colleagues are responsible for all sickness compared to 49.6%. Further analysis highlights minimal differences relating to sickness reasons as in, colds/flu, mental health/stress and gastro/stomach conditions; however, unsurprisingly, 29% of blue collar sickness was attributable to back/musco-skeletal compared to 17%. Across Housing Services, mental health/stress is the highest reason for sickness days lost at 36.5%.</p> <p>HR is currently unable to provide the total average sick days per employee by white and blue collar; however, they continue to work towards this.</p>					
R1	Repair appointments kept	AB (DS)	97.00%	96.26%	N/A
<p>There has been a further improvement with this KPI in November measuring Priority 2 and Priority 3 repairs only. The guidance for Repairs to honour all appointments and stay on site (until the work is completed) continues to have a positive impact. For any jobs that are deemed as failure on the system (within the R1 report), these are manually checked and validated. This validation shows that the failure level is significantly less than being reported. The trend analysis for Complaints (Stage 1 & 2) confirms a decline in escalations/complaints due to missed appointments or trade colleagues attending and not completing the works on that visit. With the further development of an agile workforce and approval of additional trade colleagues to support priority 3 repairs, this will allow for more appointments to be made and kept, rather than rescheduled should there be a scheduling conflict. We will also have a number of trade colleagues off schedule for first appointments; however, completing jobs via the PDA which are unforeseen major repairs need to be completed urgently.</p>					
R5COM	Ave days to complete repairs	AB (DS)	28	Not available	N/A
<p>Data is unavailable from the system in any accuracy as the system does not enable all jobs to closed on completion. Scripts have now been created to close the majority of jobs in the system using the actual date of completion; therefore, from December we are confident we will be able to provide some performance data against this metric, any inaccuracies will be reported simultaneously.</p>					
RP02	Repairs completed within target timescales	AB (DS)	85.00%	Not available	N/A
<p>Although we do have data, this suggests we attend all repairs on average within circa 28 days against a target of 30 days. The systems issues as described previously is the reality of time taken to complete repairs is a system problem that is not currently recording accurately when the date work is completed.</p>					

Ref.	Performance indicator	Resp. Person	24/25 Target	Nov-24	24/25 YTD
RP02.2	Emergency Repairs in time	AB (DS)	100.0%	Not available	N/A
<p>We have data that suggests we attend all emergency repairs in 1.4 days, however, again due to system limitations, this data cannot be confidently relied upon. We are exploring how we might be able to extract the metric required from the data warehouse and are confident we can report on this from December 2024. If there is any issue causing inaccuracy of the data we will report that too. If we can extract this data, it is possible that we will be able to back date this data to April so EHOB and HAB can see trends</p>					
BS01	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	AB (DS)	100.0%	98.96%	N/A
<p>As of 1 November, there were 236 properties non-compliant out of 22,715 properties. We are setting up a non-access team to deal with the all properties where we have not been able to gain access. We are in the process of sending out the letters before action to all non-compliant properties who have not given access following the full gas access procedure and the first batch of properties have been sent to NCC legal team to prepare and pursue injunctions through the courts. Links have been set up with social services and fuel poverty teams and we will continue to attempt to gain access whilst the injunction process is being carried out.</p>					
EICR001	Dwellings with a satisfactory EICR in last five years	AB (SE)	100.0%	98.78%	N/A
<p>13 properties out of 1069 not compliant due to not being able to access all areas</p>					
C6	Overdue Low Risk Fire Risk Assessments Actions	AB (SE/DS)	0	136	N/A
<p>We are managing the 'outside priority' actions with United Living and Lovells and, as a result, we have been able to reduce the overdue risk assessment actions month-on-month since July and anticipate further reductions next month.</p>					
RP01	% of stock that is categorised as a non-decent home	AB (SE)	0.00%	3.81%	N/A
<p>Performance at 23/24 year-end was 0.5% then at the start of April, all properties that fall into non-decency in the new financial year are reported which was 6.8%. This, in turn, forms the new 24/25 programme and informs the budget required to meet decency. If there are any CAT 1 failures these are dealt with straight away. November's performance is encouraging and we are confident that the year-end target of 0% will be met.</p> <p>As at 13 December, Savills have completed 2,221 stock condition surveys (SCS) and HHSRS assessments, which are being loaded into our NEC database thus ensuring that future investment programmes are based on up-to-date data, allowing key elements to be scheduled for replacement and ensuring that all NCC housing meets government decency standards.</p> <p>The SCSs can affect the decency percentage either positively or negatively, depending on the condition of key elements. However, any failures identified will be included in future plans to ensure compliance is maintained.</p>					
CH02	Complaints responded to within the timescale	PS	100.0%	98.48%	N/A
<p>November saw a really high performance against a target of 100%. This is one of the highest performances recorded to date and demonstrates the focus and priority to manage dissatisfaction by customers by all service areas and ensure responses are being provided within prescribed timeframes.</p>					