Nottingham City Council Housing Services
Exceptions Overall Balanced Scorecard Report - June 2026

Ref.	Performance indicator	Good Perf. Is	Resp. Person	26/27 Target	Mar-26	Apr-26	May-26	Jun-26	24/25 RSH Lower Quartile	24/25 Landlord Median	24/25 RSH Upper Quartile
HIM6	**Rent collection (YTD figure)**	**Higher**	**RH**	**100.0%**	**100.14%**	**98.74%**	**97.59%**	**97.14%**		**N/A**	
The in-year collection figure is cumulative, and while performance is currently below target, we remain confident that collection rates will continue to improve throughout the financial year, enabling us to achieve our 100% collection target. Performance has been temporarily impacted by the 4.8% annual rent increase, which has increased affordability pressures for some tenants, alongside delays to Universal Credit payments while annual rent verification processes are completed. These factors were anticipated and have resulted in a short-term reduction in collection performance. The team continues to take a proactive and targeted approach to income collection, working closely with tenants to maximise rent payments, prevent arrears from escalating, and provide appropriate support where required. As these temporary pressures ease, we expect collection performance to strengthen and remain confident in achieving our year-end target.											
S1	**Ave sick days per employee (rolling 12 months)**	**Lower**	**WJ**	**10.2**	**13.96**	**13.76**	**13.77**	**13.99**		**N/A**	
A deep dive has taken place for all sickness absence cases, this has included reviewing all cases, follow-ups and return to work interviews either completed or outstanding. The absence figures are high and are being tackled. Training for managers is underway with a roll out of Absence Management Workshops. We are currently reviewing the Wellbeing calendar for wider communication, activities and advice.											
R1 (local)	**% Repairs appointments made & kept (Priority 2,3,4)**	**Higher**	**PS**	**97.0%**	**94.7%**	**95.0%**	**95.0%**	**95.0%**		**N/A**	
Performance remained at 95% for the third consecutive month, reflecting a stable service position. Although below the 97% target, performance is being supported through strengthened operational controls and additional resourcing measures to manage ongoing workforce and capacity challenges.											
RP02	**Proportion of All Responsive Repairs (Priority 1/2/3/4) completed within the landlord's target timescale.**	**Higher**	**DS**	**90.0%**	**87.0%**	**88.0%**	**88.0%**	**85.0%**		**N/A**	
Performance decreased from 88% in April and May to 85% in June, reflecting ongoing resource and capacity pressures. In response, additional time-sensitive repair work is being allocated to subcontractors where appropriate to help maintain service delivery and reduce pressure on the workforce, particularly where sickness absence levels remain elevated.											
RP02.2 (Priority 1)	**Proportion of Emergency Responsive repairs (Priority 1) completed within the landlord's target timescale.**	**Higher**	**DS**	**100.0%**	**90.0%**	**92.0%**	**91.0%**	**91.0%**	**88.0%**	**94.9%**	**98.9%**
Performance remained at 91%, with performance affected by reporting and process issues rather than service delivery. Actions have been taken to reinforce processes and improve real-time subcontractor updates, supporting more accurate performance reporting.											
RP02.2 (Priority 2,3,4)	**Proportion of Non-Emergency Responsive repairs (Priority 2,3,4) completed within the landlord's target timescale.**	**Higher**	**DS**	**90.0%**	**85%**	**85%**	**87%**	**82%**	**75.7%**	**84.0%**	**90.8%**
Performance remained below target at 82%, reflecting a continued focus on emergency and urgent repairs and the clearance of older outstanding repairs. While this has contributed to a reduction in performance for non-urgent repairs, the number of outstanding repairs reduced significantly from 1,205 to 909 during June. Resource planning is under review, with subcontractor support continuing to help meet demand. Planned repairs remained on target at 95%.											

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<tr><td>RP02.2 (Priority 2)</td><td>Proportion of Urgent Responsive repairs (Priority 2) completed within the landlord’s target timescale.</td><td>Higher</td><td>DS</td><td>100.0%</td><td>90.0%</td><td>91.0%</td><td>90.0%</td><td>89.0%</td><td colspan="3">N/A</td></tr>
<tr><td colspan="12">Performance remained below target at 89%, a slight decrease from the previous month. The correct process for closing repairs and raising any follow-on work at the appropriate priority has been reinforced to support performance improvement and ensure accurate reporting.</td></tr>
<tr><td>RP02.2 (Priority 3)</td><td>Proportion of Non-Urgent Responsive repairs (Priority 3) completed within the landlord’s target timescale.</td><td>Higher</td><td>DS</td><td>90.0%</td><td>81.0%</td><td>82.0%</td><td>84.0%</td><td>76.0%</td><td colspan="3">N/A</td></tr>
<tr><td colspan="12">Performance decreased from 84% to 76%, remaining below target. The reduction reflects a continued focus on higher-priority repairs and the clearance of older outstanding repairs, which has significantly reduced work in progress from 1,205 to 909. Subcontractors continue to be used proactively to support demand and improve service resilience.</td></tr>
<tr><td>ALL ART</td><td>Ave Re-let time for all properties (GN & SLD) - Year to date</td><td>Lower</td><td>DS</td><td>42.00</td><td>40.32</td><td>45.23</td><td>39.19</td><td>46.88</td><td colspan="3">N/A</td></tr>
<tr><td colspan="12">Performance in June was 46.88 days, compared to 39.19 days in May. While this represents an increase in average turnaround time, it reflects a higher proportion of revenue-style void works being completed during the month. During the month 27 properties were classified as Major/Capital works. Although these are excluded from KPI calculations, their continued volume places additional pressure on operational capacity and resources across the void service.</td></tr>
<tr><td>TP10</td><td>Satisfaction that the landlord keeps communal areas clean and well maintained</td><td>Higher</td><td>KS</td><td>65.0%</td><td>69.0%</td><td>N/A</td><td>N/A</td><td>61.0%</td><td>57.2%</td><td>63.1%</td><td>69.6%</td></tr>
<tr><td colspan="12">Performance for Q1 was 61%, 4 percentage points below target and down from 69% in Q1 2025/26. We are reviewing tenant feedback and performance data to better understand the reasons for the decline in satisfaction with the management of communal areas. Work continues on the Grounds Maintenance Service Level Agreement, and performance will be monitored closely throughout Q2 while improvement actions are developed and implemented.</td></tr>
<tr><td>TP12</td><td>Satisfaction with the landlord's approach to handling anti-social behaviour</td><td>Higher</td><td>KS</td><td>66.0%</td><td>64.0%</td><td>N/A</td><td>N/A</td><td>63.0%</td><td>50.8%</td><td>57.2%</td><td>61.4%</td></tr>
<tr><td colspan="12">Satisfaction with the landlord’s handling of ASB remains stable at 63%, a slight decrease of just under 2 percentage points from the previous quarter; however, it is worth noting that our performance puts us in the upper quartile nationally. More tenants are very satisfied (38%) than fairly satisfied (25%), although around a quarter remain dissatisfied.

Feedback highlights concerns about persistent ASB, suspected drug-related activity, inconsistent action, slow response times and limited updates. Residents also emphasised the importance of visible staff presence, timely intervention and clear communication. In response, Estate Management Assistants and Housing Patch Managers continue to increase their visibility on estates, supported by the introduction of high-visibility clothing. The ASB and Hate Incident Policy has been approved, with new procedures and staff training being developed to strengthen case management, improve communication and support faster resolutions.

ASB Awareness Week activities in June 2026 promoted reporting and increased engagement with residents and partner agencies. The relaunched Eyes Wide Open campaign also encourages staff to report ASB and neighbourhood issues early, supporting a proactive approach to improving neighbourhood standards and resident confidence.</td></tr>
<tr><td>BS01-NCC</td><td>% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)</td><td>Higher</td><td>DS</td><td>100.0%</td><td>97.51%</td><td>97.15%</td><td>97.23%</td><td>97.79%</td><td>99.8%</td><td>99.9%</td><td>100.0%</td></tr>
<tr><td colspan="12">There are currently 494 non-compliant properties:
- 387 have future appointments scheduled (including 163 Gas Final appointments)
- 40 returned by the Access & Resolution Team (ART) due to invalid evidence and are being actively pursued for access
- 11 progressing through the non-access procedure
- 7 void properties awaiting capping-off works
- 8 require further investigation or Housing Patch Manager support
- 26 escalated to A&R and progressing towards legal action
- 3 awaiting submission of evidence packs to ART
- 2 are inaccessible due to Health & Safety concerns

Overall compliance is 97.79% (21,815 of 22,309 properties), a slight improvement since May but still below the 100% target. Most outstanding cases are due to access issues rather than service delivery, with the majority already having future appointments booked.

Mitigation measures include:
Daily access attempts; Priority engineer attendance once access is gained; Escalation of long-standing cases through ART; Proactive tenant engagement and access negotiation by the Data Administrator.</td></tr>
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<tr><td>EICR001-NCC</td><td>Dwellings with a satisfactory Electrical Installation Condition Report (EICR) in last five years (with P1/P2 completed)</td><td>Higher</td><td>SE</td><td>100.0%</td><td>99.52%</td><td>98.95%</td><td>98.78%</td><td>98.42%</td><td colspan="3">N/A</td></tr>
<tr><td colspan="12">Electrical Installation Condition Report (EICR) compliance remains a key priority. We are actively progressing all overdue inspections and those due within the next 10 weeks to maintain compliance and resident safety.
A significant proportion of overdue cases relate to properties where access has been difficult to secure. Of the 678 historically hard-to-access properties identified within this year's programme, 381 inspections have now been completed, reducing the outstanding number to 297. We continue to work closely with residents and support services to arrange access, with further action taken where necessary to ensure inspections can be completed.
Our focus remains on reducing overdue inspections, improving access arrangements and maintaining high levels of electrical safety compliance across all homes.</td></tr>
<tr><td>RP01-NCC</td><td>% of stock that is categorised as a non-decent home</td><td>Lower</td><td>SE</td><td>0.0%</td><td>0.2%</td><td>0.3%</td><td>0.3%</td><td>0.2%</td><td>6.7%</td><td>3.2%</td><td>1.1%</td></tr>
<tr><td colspan="12">NCC non-Decency figure was 0.2% (53 out of 24,046 properties) at the end of June 26. A breakdown of Decent Homes Standard (DHS) failures across the four criteria is shown below.
Criterion A: It meets the current statutory minimum standard for housing, and we currently have Housing Health and Safety Rating System (HHSRS) failures across 20 properties which are being immediately addressed.
• Electrical Hazards = 14 Mainly due to DIY or broken socket, light fittings
• Fire (Damaged Smoke Alarms) = 6
• Flames and Hot Surfaces = 1
Criterion D: It provides a reasonable degree of thermal comfort – 33 Failures</td></tr>
<tr><td>DM02</td><td>Awaab's Law: Significant hazards investigated within 10 days</td><td>Higher</td><td>SE</td><td>100%</td><td>91.0%</td><td>95.0%</td><td>98.0%</td><td>98.0%</td><td colspan="3">N/A</td></tr>
<tr><td colspan="12">Performance against the 10-day investigation target remained strong in June at 98%, showing continued progress towards full compliance with the 100% target for significant hazard investigations.

Of the 202 inspections due during the month, 5 were completed outside the target timescale because access could not be obtained within the required period. Where access was gained, all inspections were completed within the 10-day target, achieving 100% compliance.

We are continuing to work with IT to improve the performance reporting tool so that No Access cases are accurately reflected. Current processes are also being reviewed to identify and address potential issues earlier, with the additional Triage Officer resource already supporting improvements in the inspection process.</td></tr>
<tr><td>DM04</td><td>Awaab's Law: Works started within 12-week long-stop</td><td>Higher</td><td>SE</td><td>100%</td><td>100.0%</td><td>100.0%</td><td>81.0%</td><td>90.0%</td><td colspan="3">N/A</td></tr>
<tr><td colspan="12">Performance for this KPI has improved by 9%; however, further improvement is still required. Contractors are completing works within the agreed timescales, but the reporting system (TM) does not record jobs as complete until the final invoice stage has been updated. As this stage is not currently accessible within the contractor module, there are delays in completed works being reflected in the performance data.

We are working closely with IT to resolve this issue and improve the accuracy of future reporting. Additional support has also been allocated to close down all completed works within TM.</td></tr>
<tr><td>TP08</td><td>Agreement that the landlord treats tenants fairly and with respect</td><td>Higher</td><td>PS</td><td>78.0%</td><td>78.0%</td><td>N/A</td><td>N/A</td><td>76.0%</td><td>68.8%</td><td>74.8%</td><td>80.3%</td></tr>
<tr><td colspan="12">Whilst still firmly within the Landlord median quartile, there has been a decrease in satisfaction in this specific area in the last two quarters which will need some additional insight analysis carried out across the organisation to better understand what is behind this. We should consider utilising an open question during the surveys to ask for specific examples of dissatisfaction when this is voiced on a survey.</td></tr>
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CH02-NCC	**Stage 1 complaints responded to within the timescale**	**Higher**	**PS**	**99.0%**	**94.1%**	**97.2%**	**98.8%**	**96.9%**	**64.0%**	**81.8%**	**93.9%**

With 98 Stage 1 complaints logged, this performance figure is the result of 3 over target complaints. This could have been mitigated with better communication with customers around delays and correct use of the extension process to ensure customer are kept aware and targets are met. CRT is continuing to work with other areas to ensure appropriate use of the process

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CH01-NCC	**Number of Stage 1 complaints relative to the size of the landlord (per 1,000 properties)**	**Lower**	**PS**	**40.0**	**45.1**	**47.2**	**47.2**	**46.2**	**64.20**	**44.80**	**28.60**

There has been a slight reduction in Stage 1 complaint volumes, which has resulted in a slight reduction to 46.2. We will continue working with service areas to ensure we continue to reduce complaints, whilst ensuring we provide fair and easy access to the process where needed

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CH01b-NCC	**Number of Stage 2 complaints received (per 1,000 properties)**	**Lower**	**PS**	**7.0**	**8.49**	**9.60**	**8.90**	**9.60**	**11.70**	**7.60**	**4.80**

June saw a slight rise in Stage 2 request. Previously, the main driver of escalation requests is incomplete work. Recent changes have continued into June with customers mostly being unhappy with the answers provided at Stage 1

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TSMWIP-LEG	**No. current live Disrepair cases awaiting settlement or closure**	**Lower**	**SE**	**To reduce**	**356**	**371**	**352**	**336**		**N/A**	

The total number of live disrepair cases has fallen to 345, the lowest level recorded in the last three years, down from 366, representing a 5.7% reduction. Cases open for more than 12 months have also reduced, from 61 to 42. A key area of focus remains the 208 referred and no-access cases. The Planned and Maintenance Team has prioritised these cases and has arranged a dedicated review to resolve outstanding queries and increase the number of cases progressing to works with United Living.

Cases Requiring Works (128 total): 13 – awaiting coding; 48 – Work in progress; 15– Works arranged; 32– To be booked; 20 – Awaiting asbestos report

Referred Cases (208):
Unable to contact - 97; Pending decant - 3; Resident refusal - 18; Further instruction required - 90
Over 12 months (42)
Work in progress; 31 -Works arranged; 4- To be booked; 7
Key Priorities
- Resolving the oldest cases (12 months+)
- Achieving timely resolution for all referred cases
- Collaborate with the Legal team to progress case surveying and accelerate resolution timescales.

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TSMWIP-DMC	**Total number of Live tenant reported Damp and Mould cases with remedial works outstanding**	**Lower**	**SE**	**To reduce**	**181**	**161**	**104**	**83**		**N/A**	

Live Damp and Mould (D&M) cases reduced by 20.2%, from 104 in May to 83, demonstrating continued progress in addressing legacy cases. Access remains the main barrier to resolution, with 45.8% of live cases currently at the third no-access stage, delaying the completion of remedial works.

The Planned and Replacements Team continues to work closely with delivery contractors to progress outstanding cases, with a focus on improving performance, reducing the legacy caseload and ensuring compliance with the requirements of Awaab's Law. To support the resolution of long-standing cases, the Access Team is assisting in securing entry to properties where access issues are preventing works from being completed.

Ongoing quality assurance reviews continue to identify and remove duplicate legacy records, helping to ensure that open cases accurately reflect current risk, status and compliance requirements.