

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

Ref.	Performance Indicator	Resp. Person	25/26 Target	Mar-26	24/25 RSH Lower Quartile	24/25 Landlord Median	24/25 RSH Upper Quartile
LH001	Leasehold/Service Charge collection (rolling YTD figure)	RH	85.0%	78.95%		N/A	
<p>As of the end of March, 78.95% of the service charges raised have been collected. This is slightly behind the target of 85% and, whilst initial reassurances were given that performance was on track to achieve target, we are disappointed that this has not been achieved.</p> <p>Recruitment challenges have impacted capacity within the team, alongside the introduction of leasehold legislative changes which have led to a significant increase in Right to Buy (RTB) applications requiring processing. This has placed additional pressure on resources and diverted focus from income collection activity. We will be ensuring a clear plan is in place on a monthly basis to increase leaseholder collection rates to meet this target next financial year.</p>							
S1	Ave sick days per employee (rolling 12 months)	TBA	10.2	13.96		N/A	
<p>March's average sickness absence was 13.94 days per FTE, higher than 13.34 in March 2025. Absence remains above target, largely due to long-term sickness, including several serious health conditions (e.g. cancer, investigations and surgery). The longest absences are being actively managed, with Final Absence Review reports underway to progress cases to Stage 3 where appropriate. Short-term absence continues to be monitored, with interventions such as Occupational Health support provided as needed.</p>							
R1 (local)	% Repairs appointments made & kept (Priority 2,3,4)	PS	97.0%	94.7%		N/A	
<p>March performance continues positive trajectory. A combination of continued increase in video diagnosis mitigating unnecessary appointment requirement & improving accuracy of diagnosis, reduction in repair duplication, and high level of focus on effective management of WIP are contributing to this sustained improvement.</p>							
RP02.2 (P1)	Proportion of Emergency Responsive repairs (Priority 1) completed within the landlord's target timescale.	DS	100.0%	90.0%	88.0%	94.9%	98.9%
<p>Not meeting target: Monthly performance has increased (only slightly) from 89% back up to 90%. A contributing factor has been the works issued to subcontractors, for which we don't see live progress but are only notified once complete. In some cases, jobs were rebooked beyond the emergency timescale instead of raising a follow-on order, at a lower priority, which negatively impacted performance reporting. The correct process has been reiterated to ensure for the purposes of planning, emergency jobs are closed appropriately and any additional works are raised separately.</p>							
RP02.2 (P2)	Proportion of Urgent Responsive repairs (Priority 2) completed within the landlord's target timescale.	DS	100.0%	90.0%		N/A	
<p>Not meeting target: Monthly performance remains below target, with a slight decrease from 85% in February to 90%. As with P1 (Emergency) repairs, the correct process for closing jobs and raising follow-on works at the appropriate priority has been reinforced to support continued improvement and ensure accurate performance reporting.</p>							
RP02.2 (P3)	Proportion of Non-Urgent Responsive repairs (Priority 3) completed within the landlord's target timescale.	DS	85.0%	81.0%		N/A	
<p>Year end target has been met; however, recent monthly performance has declined, dropping from 82% to 81% and is now falling short of the target after several months of meeting it. It should be noted that reallocating resources from lower-priority work to emergency and urgent repairs may have a minor negative impact on this PI, but performance should remain at 85% or above for these non-urgent repairs. A review of resources is to be undertaken for this priority; however, it should be noted that the year to date figure is 90%</p>							
TP09	Satisfaction with Complaint handling	PS	36.0%	29.0%	26.1%	31.3%	36.8%
<p>In 2025/26, satisfaction with Complaint Handling was 32%, placing NCC slightly above the median for Council Landlords and in the second quartile nationally. Performance has improved since the first year of TSM reporting and remains broadly stable year on year, indicating earlier gains have been sustained. Whilst higher satisfaction in certain tenant demographics (Independent Living/New Tenancies) suggest elements of effective practice, Complaints Handling remains our lowest scoring TSM. Tenant feedback consistently highlights delays, communication, follow-up, and resolution as key issues, indicating the need for continued focus on responsiveness, ownership, and visible outcomes for tenants.</p>							
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	KS	66.0%	64.0%	50.8%	57.2%	61.4%
<p>Tenant satisfaction with the landlord's approach to handling anti social behaviour has remained consistently positive and shows a slight overall improvement across the year. Satisfaction increased from 60% in Q1 to 63% in Q2, dipped marginally to 62% in Q3, and then rose to the highest point of 64% in Q4. The upward movement by year end suggests improving tenant confidence in our approach to ASB.</p> <p>With a year-end cumulative satisfaction score of 62%, performance is above the national published mean of 60% for social housing landlords, indicating that tenant satisfaction with the landlord's approach to handling ASB is stronger than average. While the result sits below the upper-quartile benchmark of 66%, it demonstrates solid performance and suggests the service is performing well relative to peers, with scope for further improvement to reach top-quartile level.</p> <p>Feedback indicates that while many residents do not experience anti-social behaviour, recurring concerns relating to neighbour disputes, environmental cleanliness, grounds maintenance, and drugs are negatively affecting confidence. The key issue is not only the presence of ASB, but the perception of slow or ineffective responses. To address this, the service will prioritise earlier intervention and swifter resolution of neighbour cases, strengthen visible estate management and tenancy accountability, review grounds maintenance standards, and continue partnership working with Police and other agencies. Improving communication with residents about actions taken and outcomes will be central to demonstrating a proactive, responsive approach to tackling ASB.</p>							
BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	DS	100.0%	97.5%	99.8%	99.9%	100.0%
<p>Performance remains at 97.51% (21,846 of 22,403 properties), unchanged from February and below the 100% target. The position is stable but off-track due to ongoing non-access cases rather than service failure.</p> <p>Actions: Daily access attempts continue, with priority engineer visits on entry and escalation of long-standing cases through the Access and Resolution Team. NCC remains compliant with Regulation 39, with all reasonable access steps being taken.</p>							

Ref.	Performance indicator	Resp. Person	25/26 Target	Mar-26	24/25 RSH Lower Quartile	24/25 Landlord Median	24/25 RSH Upper Quartile
EICR001-NCC	Dwellings with a satisfactory Electrical Installation Condition Report (EICR) in last five years (with P1/P2 completed)	DS	100.0%	99.52%			N/A
<p>There are 121 over-target properties, all of which are occupied and currently with the Access Team. Of these, 31 cases are ready for Letter Before Action (LBA) and progression through the legal process. The remaining 90 cases are within the appointment system and require additional support to secure access prior to escalation to court.</p>							
C6 (FIRE006c-NCC)	Overdue Low Risk Fire Risk Assessments Actions	SE	0	2			N/A
<p>Planned works were temporarily stalled due to 'Gateway 2' and emergency applications to the Building Safety Regulator. Ongoing engagement with United Infrastructure is in place to ensure works are progressed in a timely manner, alongside discussions with alternative contractors to secure completion of all required actions. any actions are completed.</p>							
RP01-NCC	% of stock that is categorised as a non-decent home	SE	0.0%	0.2%	1.1%	3.2%	6.7%
<p>NCC non-Decency figure was 0.2% at the end of March 26. A breakdown of DHS failures across the four criteria of the Decent Homes Standard (DHS) is shown below. Criterion A: It meets the current statutory minimum standard for housing, and we currently have 20 Housing Health & Safety Rating System (HHSRS) Category 1 failures across 19 properties which are being immediately addressed. • Electrical Hazards - 11 Mainly due to DIY or broken socket, light fittings • Fire (Damaged Smoke Alarms) - 7 • Flames and Hot Surfaces - 2 Criterion D: It provides a reasonable degree of thermal comfort - 40 Failures</p>							
DM01	NEW - Awaab's Law: Emergency repairs investigated within 24 hours	DS	100.0%	99.0%			N/A
<p>The 1% shortfall in March was as the result of numerous previous no access and 2 failed decants for the same property, Tenant has advised she has treated all the mould herself and it just needs painting, NCC still need to inspect therefore have since raised a new order under the significant hazard status to conduct the survey.</p>							
DM02	NEW - Awaab's Law: Significant hazards investigated within 10 days	SE	100.0%	91.0%			N/A
<p>Early implementation challenges, combined with high referral volumes, have impacted 10-day investigation performance, resulting in an end-of-March outcome of 91% against the 100% target for significant hazards investigated within 10 working days. We are working closely with IT to enhance the performance reporting tool and are reviewing current processes to ensure potential failures are identified at an early stage. Additional resource has been introduced, with a Triage Officer recently recruited to ensure the service is appropriately resourced to meet ongoing demand and performance requirements. It may take two months before we see the impact of the changes above due to the implementation of the IT process.</p>							
CH01b-NCC	Number of Stage 2 complaints received (per 1,000 properties)	PS	7.0	8.49	4.80	7.60	11.70
<p>There has been an increase in the volume of cases escalating to stage 2 - 26 in March. Trends cannot be determined from a single point of data so this will be monitored going forward to identify whether there are any consistent contributing factors. Based on the timing, there is a high likelihood that this spike comes from the disruption caused by the implementation of the new complaint system, and as such should reduce back down to previous volumes for subsequent months.</p>							
TSMWIP-LEG	No. current live Disrepair cases awaiting settlement or closure	SE	To reduce	356			N/A
<p>The latest disrepair position shows steady progress. Notable improvements include the total cases with works has reduced from 429 to 356 - a 14% reduction. Cases over 12 months has also decreased from 134 down to 73 - a 17% decrease. Areas to improve are the referred and non-access which stands at 158 cases.</p> <p>Cases Requiring Works (198 total): 12 - Awaiting coding, 103 - Work in progress, 49 - Works arranged, 22 - To be booked, 12 - Awaiting asbestos report</p> <p>Referred Cases (158 total): 10 - Unable to contact, 26 - No access, 5 - Pending decant, 25 - Resident refusal, 21 - Higher Risk Buildings (HRB), 4 - Abusive residents, 6 - Awaiting approval, 7 - Hoarding and waste issues, 54 - Awaiting further instructions</p> <p>Key Priorities - Resolving the oldest cases (12 months+) last month these have reduced due to the works done on clearing the referred back from Legal to United Living - Achieving timely resolution for all referred cases</p>							
TSMWIP-DMC	Total number of Live tenant reported Damp and Mould cases with remedial works outstanding	SE	To reduce	181			N/A
<p>Live cases have reduced by 14.62% (from 212 to 181), showing continued progress towards clearing legacy Damp & Mould (D&M) cases. Access continues to be the main barrier for getting works completed with a third of live cases at the no-access stage. Since the 16th March, the Planned & Replacements team have taken over the management of contractors, with a key focus on driving performance and ensuring the timely clearance of both the legacy D&M workload and the tight requirements under Awaab's Law. Ongoing quality assurance reviews continue to identify and remove duplicate legacy cases in line with Awaab's Law standards.</p>							