

Nottingham City Council Housing Services

Exceptions Overall Balanced Scorecard Report - October 2025

Ref.	Performance indicator	Resp. Person	25/26 Target	Oct-25
S1	Ave sick days per employee (rolling 12 months)	MLu	10.2	13.76

October's 13.76 average days sick per fulltime equivalent is better than the 14.21 for October 2024.

Absence levels remain above the desired target and the main issue for this is people on Long Term Sickness absence. We have a number of people off for serious ill health conditions e.g. cancer / cancer investigations and operations. The longest absentees are being addressed and a number of Final Absence Review reports are being compiled so we can move them to Stage 3 of the absence procedure (possible capability dismissal).

We continue to address short term absence and provide relevant interventions e.g. Occupational Health support when required.

R1 (local)	% Repairs appointments made & kept (Priority 2,3,4)	DS	97.00%	94.50%
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Performance has improved by 1.2 percentage points, reaching 94.5%. The implementation of the subcontractor portal and the transition of out-of-hours work to Total Mobile are expected to further strengthen this PI by enabling real-time job reporting.

Analysis of recent failures shows that some jobs were physically closed only minutes after the target date and time, which impacted compliance. It is important to note that current performance levels are considered upper quartile when benchmarked against peers in our sector.

RP02.2 (P1)	Proportion of Emergency Responsive repairs (Priority 1) completed within the landlord's target timescale.	DS	100.0%	91.0%
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Although the PI has improved by 2 percentage points since September, the transition from manual out-of-hours processing to Total Mobile (effective week commencing 17th November) is expected to enhance real-time reporting and speed up the closure of repairs.

We are currently midway through rolling out the subcontractor portal, enabling subcontractors to receive and complete orders electronically. This will further support real-time reporting for emergency repairs and reduce delays caused by information exchange.

Additionally, the Total Mobile project team and operations are working to:

- Reassign more trade colleagues to emergency and urgent repairs.
- Remove existing system restrictions that limit visibility of trade availability by priority. This includes merging emergency and urgent resource pools rather than maintaining separate pools for each priority.

RP02.2 (P2)	Proportion of Urgent Responsive repairs (Priority 2) completed within the landlord's target timescale.	DS	100.0%	69.0%
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The PI has risen by 7 percentage points to 69%. The transition from manual out-of-hours processing to Total Mobile, scheduled for the week commencing 17th November, is expected to improve real-time reporting and accelerate repair closures.

We are also midway through implementing the subcontractor portal, which will allow subcontractors to receive and complete orders electronically. This will further enhance real-time reporting for emergency repairs and reduce delays caused by information exchange.

In addition, the Total Mobile project team and operations are working to:

- Reassign more trade colleagues to emergency and urgent repairs.
- Remove system restrictions that currently limit visibility of trade availability by priority. This includes merging emergency and urgent resource pools rather than maintaining separate pools for each priority.

BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	DS	100.0%	99.00%
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Update as at 1st November:

There are currently 199 properties identified as non-compliant. A dedicated administrative resource is making daily contact attempts with tenants to secure access. Once access is confirmed, engineers are deployed immediately to complete the required works, minimizing delays and restoring compliance as quickly as possible.

All non-compliant properties, along with detailed records of access attempts, have been referred to the NCC legal team, who are preparing to pursue court injunctions where necessary.

Letters Before Action (LBAs):

433 LBAs issued in total

122 LBAs remain active, with ongoing engagement

311 properties (71.8%) have granted access following receipt of an LBA

Although overall access rates remain below target, NCC is compliant with Regulation 39, as all reasonable access attempts and audit trail obligations have been fulfilled.

Recruitment for the new Access and Resolution Team has commenced, with interviews starting on 13th November. This team will manage properties with persistent access issues. Progression to the injunction stage remains paused until the team becomes operational.

Ref.	Performance indicator	Resp. Person	25/26 Target	Oct-25
EICR001-NCC	Dwellings with a satisfactory Electrical Installation Condition Report (EICR) in last five years (with P1/P2 completed)	SS	100.0%	99.35%

There are currently 127 occupied properties and 30 recent voids that are showing as over target. A process needs to be agreed between the Mechanical & Electrical Head of Service, Voids, and Lettings teams to ensure the NEC recording system is updated and all certificates are stored in one location. This will enable a streamlined process for providing new residents with a copy of the Electrical Installation Condition Report (EICR).

Within the C365 system, over 3,000 certificates are currently flagged as non-compliant. These were completed while the properties were void. IT support will be required to migrate all certificates from '1st Touch' and 'Easicert' into C365.

The Job Evaluation Questionnaire for the vacant Electrical Compliance Officer role has been submitted for recruitment, which will support early access intervention. Once implemented in January 2026, escalation will go to the Access Team. We are also collating EICR legal packs to ensure the new team can make a proactive and positive start.

RP01-NCC	% of stock that is categorised as a non-decent home	SE	0.0%	0.70%
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At the end of October 2025, NCC's non-Decency figure stood at 0.7% (178 out of 24,222 properties). A breakdown of Decent Homes Standard (DHS) failures across the four criteria is as follows:

Criterion A: Meets the current statutory minimum standard for housing

There are 145 Housing Health and Safety Rating System (HHSRS) Category 1 failures across 138 properties, which are being addressed immediately:

Damp and Mould: 9, CO Detector: 5 (tenant damage), Domestic Hygiene/Pests: 1, Electrical Hazards: 64 (mainly DIY or broken sockets/light fittings), Fire (damaged smoke alarms): 61
Flames and Hot Surfaces: 2, Personal Hygiene/Sanitation: 1, Structural Works: 2

Criterion B: Reasonable state of repair - Bathroom: 2

Criterion C: Reasonably Modern Facilities and Services - 0

Criterion D: Reasonable degree of thermal comfort - 35 failures

The strong progress of the Stock Condition Survey (SCS) programme is delivering clear benefits for tenants by improving home quality and reliability. Updated data shows extended lifespans for key components such as roofs, bathrooms, and heating systems, reducing repair frequency and improving comfort.

Additionally, the revised 30-year investment forecast has decreased from £1.1 billion to £958 million, reflecting more efficient resource use that can be reinvested into tenant services. Overall, tenants benefit from better-maintained homes, smarter planning, and a more transparent, responsive housing service.

CH01b-NCC	Number of Stage 2 complaints received (per 1,000 properties)	PS	7.0	7.54
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Volumes appear to have dropped, but at this stage it is too soon to tell whether this is a trend/improvement or just natural variation. The full quarter 2 report will feature full details of changes made by service areas to reduce Stage 2 escalations, while future monitoring will identify if this is the beginning of a trend of improvement.

TSMWIP-LEG	No. current live Disrepair cases awaiting settlement or closure	SS	To reduce	552
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As of the end of October 2025, live disrepair cases awaiting settlement or closure increased to 552, compared to 527 in September.

During the month, 35 new claims were received, consistent with the trend observed throughout the year. Of these, 20 new cases have been assigned to United Living (UL) for works completion and are reported separately through the contractor performance dashboard.

The number of long-standing cases aged over 12 months rose from 125 in September to 133, adding to the backlog of older cases. The UL programme has been extended from November to December 2025 to address these cases, although progress remains dependent on property access.

It is important to note that disrepair cases can be reopened by residents at any time, with the original case date retained. This can cause fluctuations in the total number of active cases reported month to month.

TSMWIP-DMC	Total number of Live tenant reported Damp and Mould cases with remedial works outstanding	SS	To reduce	628
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Key Positive Highlights

- Live cases down by 15% month-on-month.
- Completions up by 16%, showing strong delivery momentum.
- Medium-aged cases significantly reduced, improving risk profile.
- Proactive measures in place for hard-to-access properties and older cases.

October: strong positive trend in managing cases, with significant improvements across key indicators:

Reduction in Live Cases:

The total number of live tenant-reported Damp & Mould cases with remedial works outstanding decreased from 735 in September to 628. This reflects better case management and increased contractor capacity.

Accelerated Completions:

Cumulative completions rose sharply from 875 in September to 1,015, demonstrating sustained progress in resolving issues. United Living closed 69 cases in October (up from 26), while Lovells completed 71 cases.

Improved Case Age Profile:

Cases aged 1–3 months and 3–6 months reduced significantly (from 90 to 35 and 42 to 27 respectively), showing faster turnaround for medium-aged cases. Although cases over 12 months increased slightly (119 to 130), this is being addressed with targeted engagement.

Contractor Capacity & Access Management:

Increased contractor resources and proactive tenant engagement are helping overcome access challenges. Appointment bookings and non-access processes are actively managed, with 93 confirmed appointments and 72 properties in the non-access process.

Workload & Efficiency:

Average completion time increased (30 to 45 days), this is largely due to tackling older, more complex cases. The overall direction remains positive as the backlog reduces and cumulative works allocated rose from 600 to 768.