<table>
<tr><th colspan="11">Nottingham City Council Housing Services
Exceptions Overall Balanced Scorecard Report - July 2026</th></tr>
<tr><th>Ref.</th><th>Performance indicator</th><th>Good Perf. Is</th><th>Resp. Person</th><th>26/27 Target</th><th>May-26</th><th>Jun-26</th><th>Jul-26</th><th>24/25 RSH Lower Quartile</th><th>24/25 Landlord Median</th><th>24/25 RSH Upper Quartile</th></tr>
<tr><td>HIM6</td><td>Rent collection (YTD figure)</td><td>Higher</td><td>RH</td><td>100.0%</td><td>97.59%</td><td>97.14%</td><td>97.19%</td><td colspan="3">N/A</td></tr>
<tr><td colspan="11">In-year collection has increased from last month to 97.19%. There has been a significant focus on rent recovery over the past month to support achievement of the target. This level of collection is fairly typical for this time of year, and we will continue to focus on recovery activity, with an increase anticipated in August when the rent-free week takes effect.</td></tr>
<tr><td>S1</td><td>Ave sick days per employee
(rolling 12 months)</td><td>Lower</td><td>WJ</td><td>10.2</td><td>13.77</td><td>13.99</td><td>14.00</td><td colspan="3">N/A</td></tr>
<tr><td colspan="11">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.</td></tr>
<tr><td>R1 (local)</td><td>% Repairs appointments made & kept (Priority 2,3,4)</td><td>Higher</td><td>PS</td><td>97.0%</td><td>95.0%</td><td>95.0%</td><td>95.0%</td><td colspan="3">N/A</td></tr>
<tr><td colspan="11">Maintaining 95% performance for four consecutive months is a positive achievement and suggests that recent operational improvements are becoming embedded. With performance stabilised, attention can now remain focused on addressing the remaining barriers to achieving the 97% target and securing further incremental gains.</td></tr>
<tr><td>RP02</td><td>Proportion of All Responsive Repairs (Priority 1/2/3/4) completed within the landlord's target timescale.</td><td>Higher</td><td>DS</td><td>90.0%</td><td>88.0%</td><td>85.0%</td><td>87.0%</td><td colspan="3">N/A</td></tr>
<tr><td colspan="11">Not Meeting Target: Performance remained strong in July, with 87% of all responsive repairs completed within the landlord's target timescale. Effective management of work in progress, efficient scheduling and improved operational oversight have supported delivery across all repair priorities. The service will continue to focus on reducing aged repairs, improving first-time fix rates and maintaining performance through proactive workload management.</td></tr>
<tr><td>RP02.2
(Priority 1)</td><td>Proportion of Emergency Responsive repairs (Priority 1) completed within the landlord's target timescale.</td><td>Higher</td><td>DS</td><td>100.0%</td><td>91.0%</td><td>91.0%</td><td>91.0%</td><td>88.0%</td><td>94.9%</td><td>98.9%</td></tr>
<tr><td colspan="11">Not Meeting Target: Performance remained strong in July, with 91% of Priority 1 emergency repairs completed within the landlord's target timescale. Effective operational management, responsive scheduling and the use of Total Mobile have supported timely delivery of emergency repairs despite ongoing demand pressures. The service will continue to focus on maintaining performance and ensuring urgent repairs are completed quickly and safely. After a recent review of settings within Total Mobile, we have reinforced protected capacity for picking up P1 and P2 orders, to ensure resources are available when a high volume of orders are received. The intention is for the NCC team / trades focus on priority 1 and 2 orders and subcontractors are used to support with lower priority orders (P3 / P4) where needed.</td></tr>
<tr><td>RP02.2
(Priority 2,3,4)</td><td>Proportion of Non-Emergency Responsive repairs (Priority 2,3,4) completed within the landlord's target timescale.</td><td>Higher</td><td>DS</td><td>90.0%</td><td>87%</td><td>82%</td><td>85%</td><td>75.7%</td><td>84.0%</td><td>90.8%</td></tr>
<tr><td colspan="11">Not Meeting Target: Performance improved from 82% in June to 85% in July, representing a positive increase of 3 percentage points. While the KPI remains below the 90% target, the improvement reflects the continued focus on reducing aged repairs, improving work scheduling and prioritising jobs approaching their target completion dates. Ongoing management of work in progress (WIP), increased utilisation of subcontractor capacity and strengthened operational oversight have contributed to the improvement seen during the month. The service will continue to focus on reducing overdue repairs, improving first-time fix performance and maintaining momentum to achieve the target in future months</td></tr>
<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>89.0%</td><td>90.0%</td><td colspan="3">N/A</td></tr>
<tr><td colspan="11">Not Meeting Target: Performance improved to 90% in July, with the majority of Priority 2 urgent repairs completed within the landlord's target timescale. The PI on average for this current financial year has remained around 90%. Effective scheduling, resource management and operational oversight have supported strong performance in this key area. The service will continue to focus on maintaining timely responses and completions to ensure emergency repairs are resolved quickly and safely. After a recent review of settings within Total Mobile, we have reinforced protected capacity for picking up P1 and P2 orders, to ensure resources are available when a high volume of orders are received.</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>84.0%</td><td>76.0%</td><td>79.0%</td><td colspan="3">N/A</td></tr>
<tr><td colspan="11">Not Meeting Target: Performance was 79% in July, with Priority 3 repairs continuing to be completed within the landlord's target timescale. Strong WIP management, proactive monitoring of outstanding repairs and effective scheduling arrangements have supported performance, helping to reduce aged jobs and maintain control of repair demand. The service will continue to focus on driving down outstanding workloads and improving first-time fix rates to sustain performance. The strong performance and reduction of WiP means that the clearing of out of target jobs has affected this PI.</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>39.19</td><td>46.88</td><td>47.04</td><td colspan="3">N/A</td></tr>
<tr><td colspan="11">July performance closed at 47.04 days, compared to 46.88 days in June. Whilst performance remained broadly consistent with the previous month, average turnaround times continued to be affected by the complexity and volume of works progressing through the void pipeline. During the month, 27 properties were categorised as Major/Capital works. Although excluded from KPI reporting, these cases require significant management oversight and contractor resource, reducing overall service capacity and creating additional operational pressures across the Voids Service.</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>97.23%</td><td>97.79%</td><td>97.62%</td><td>99.8%</td><td>99.9%</td><td>100.0%</td></tr>
<tr><td colspan="11">Overall compliance currently stands at 97.62%, with 21,723 of 22,252 properties compliant, representing a 0.15% decrease compared with last month. The majority of the remaining non-compliant properties continue to be driven by access constraints rather than service delivery issues, with 393 properties already scheduled for future appointments to address outstanding requirements.

There are currently 529 non-compliant properties, comprising:
- 393 appointments scheduled for future dates (including 259 Gas Final appointments)
- 43 properties progressing through the non-access procedure
- 20 void properties awaiting the Void Team to complete capping-off works
- 16 properties requiring further investigation and/or escalated to the Housing Patch Manager (HPM) for access support
- 57 cases escalated to Access & Resolution (A&R) Team

Mitigation measures remain in place and include:
Daily access attempts at affected properties
Priority engineer attendance arranged immediately upon gaining access
Escalation of long-standing cases through the A&R Team
Proactive tenant engagement and access negotiation led by the Data Administrator

NCC remains compliant with Regulation 39, with all reasonable steps being taken to secure access and progress outstanding cases towards completion.</td></tr>
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Ref.	Performance indicator	Good Perf. Is	Resp. Person	26/27 Target	May-26	Jun-26	Jul-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)	Higher	SE	100.0%	98.78%	98.42%	98.09%		N/A	

Occupied dwelling compliance performance has reduced during the reporting period due to service pressures affecting operational and contractor resources. To support recovery, we are recruiting to a full-time administrative post to assist the contractor with resident contact and appointment confirmation activity.

Contractor resources have also been stretched across the domestic and communal Electrical Installation Condition Report (EICR) programmes. The communal programme is expected to be completed by the end of September, at which point resources will be redirected to address the domestic backlog.

The increase in overdue properties is largely attributable to previous appointments and access attempts becoming more than three months old. In these cases, the Access Team and Legal Services require fresh evidence before enforcement or legal action can progress.

Current position: Of the 459 properties over target, 249 are occupied properties and 210 are recent voids awaiting update. A further 35 cases are on hold pending Tenancy Estate Management (TEM) support or a decant update, with 48 cases currently with the Access Team awaiting legal or support intervention.

Whilst performance has declined in the short term, completion of the communal programme and the additional administrative resource are expected to support recovery and reduce the backlog over the coming months.

Ref.	Performance indicator	Good Perf. Is	Resp. Person	26/27 Target	May-26	Jun-26	Jul-26	24/25 RSH Lower Quartile	24/25 Landlord Median	24/25 RSH Upper Quartile
FIRE006c-NCC	Overdue Low Risk Fire Risk Assessments Actions	Lower	SE	0	0	0	5		N/A	

There are currently five overdue FRA actions outstanding comprising:

1 Higher-Risk Building (HRB) action relating to the removal of polystyrene ceiling tiles within an electrical service cupboard. This action is required to improve fire safety by ensuring adequate separation between potential sources of ignition and combustible materials. Access is difficult, to undertake, working with contractor to arrange works.
4 Low-Rise Building actions relating to chipped and damaged concrete steps. These defects present a potential slip, trip and fall hazard and are currently awaiting repair works. This sits with the Repairs team, and we await updates as to when they will be completed.

Ref.	Performance indicator	Good Perf. Is	Resp. Person	26/27 Target	May-26	Jun-26	Jul-26	24/25 RSH Lower Quartile	24/25 Landlord Median	24/25 RSH Upper Quartile
RP01-NCC	% of stock that is categorised as a non-decent home	Lower	SE	0.0%	0.3%	0.2%	0.2%	6.7%	3.2%	1.1%

NCC non-Decency figure was 0.2% at the end of July 26. A breakdown of Decent Homes Standard (DHS) failures across the four criteria of the DHS is shown below.
Criterion A: It meets the current statutory minimum standard for housing, and we currently have 16 Housing Health & Safety Rating System (HHSRS) Category 1 failures across 16 properties which are being immediately addressed.
•Electrical Hazards = 11 Mainly due to DIY or broken socket, light fittings
•Fire (Damaged Smoke Alarms) = 5
Criterion D: It provides a reasonable degree of thermal comfort – 25 Failures

Ref.	Performance indicator	Good Perf. Is	Resp. Person	26/27 Target	May-26	Jun-26	Jul-26	24/25 RSH Lower Quartile	24/25 Landlord Median	24/25 RSH Upper Quartile
DM02	Awaab's Law: Significant hazards investigated within 10 days	Higher	SE	100%	98.0%	98.0%	99.0%		N/A	

Performance against the 10-day investigation target remained very strong in July at 99%, continuing the positive trend towards full compliance.

During the month, 242 inspections were due, with only three completed outside the target timescale. In all three cases, tenants requested appointments beyond the 10-day target period. Where access was available and appointments could be arranged within the required timeframe, all inspections were completed on time.

The average time taken to attend an inspection during the year remains low at 6.2 days, demonstrating the team's continued focus on responding promptly to potential hazards.

Work is ongoing with IT to improve the performance reporting tool so that "No Access" cases are more accurately reflected within performance reports. Alongside this, we are reviewing our processes to identify any issues at an earlier stage and strengthen performance management. The additional Triage Officer resource is already having a positive impact, helping to improve the flow of cases and support timely inspection activity

Ref.	Performance indicator	Good Perf. Is	Resp. Person	26/27 Target	May-26	Jun-26	Jul-26	24/25 RSH Lower Quartile	24/25 Landlord Median	24/25 RSH Upper Quartile
DM04	Awaab's Law: Works started within 12-week long-stop	Higher	SE	100%	81.0%	90.0%	65.0%		N/A	

Whilst performance remains below the required standard, a review of the 101 cases reported as out of target (resulting in a July score of 65%) identified several data and process issues that significantly impacted this indicator.

Of the 101 failed cases, 49 were incorrectly recorded due to a TotalMobile (TM) configuration issue, which has now been resolved. However, historical performance data cannot be corrected retrospectively.

A further 49 cases related to no-access properties. These were administratively closed during a July housekeeping exercise, with the closure date recorded instead of the original no-access date, causing them to be reported as out of target despite being managed within required timescales. The Asset Management team is reviewing the process to prevent recurrence.

Only 3 cases where access was gained exceeded the 60-day target, primarily due to access restrictions arising from other NCC Housing Services maintenance works.

Excluding these reporting and administrative issues, 98% of properties were attended within the target period. Work continues with Information & Communication Technology colleagues and operational teams to improve data quality, strengthen system controls, and ensure performance reporting more accurately reflects service delivery.

Ref.	Performance indicator	Good Perf. Is	Resp. Person	26/27 Target	May-26	Jun-26	Jul-26	24/25 RSH Lower Quartile	24/25 Landlord Median	24/25 RSH Upper Quartile
CH01-NCC	Number of Stage 1 complaints relative to the size of the landlord (per 1,000 properties)	Lower	PS	40.0	47.2	46.2	47.3	64.20	44.80	28.60

While there was a rise in Stage 1 complaint volumes in July, it was not significant or indicative of any emerging trends or issues.

Ref.	Performance indicator	Good Perf. Is	Resp. Person	26/27 Target	May-26	Jun-26	Jul-26	24/25 RSH Lower Quartile	24/25 Landlord Median	24/25 RSH Upper Quartile
CH01b-NCC	Number of Stage 2 complaints received (per 1,000 properties)	Lower	PS	7.0	8.90	9.60	10.01	11.70	7.60	4.80

While July saw a continued increase in Stage 2 requests, recent figures by the Housing Ombudsman indicate this is an industry-wide change resulting from improved understanding of, and access to, the complaint process. Housing Ombudsman figures suggest 1 in 3 Stage 1 complaints now escalate to Stage 2. Our own figures are better than this average, with less than 1 in 4 escalating to Stage 2.

Ref.	Performance indicator	Good Perf. Is	Resp. Person	26/27 Target	May-26	Jun-26	Jul-26	24/25 RSH Lower Quartile	24/25 Landlord Median	24/25 RSH Upper Quartile
TSMWIP-LEG	No. current live Disrepair cases awaiting settlement or closure	Lower	SE	To reduce	352	338	247		N/A	

Overall, the disrepair position continues to improve, with live cases reducing from 345 to 343 and cases requiring works falling from 338 to 247, reflecting progress in addressing outstanding repairs and referred cases.

Within the 156 cases currently requiring works, the increase in 0-1 month cases (25 to 69) and 1-3 month cases (20 to 32) is largely due to referred jobs being reviewed and returned from NCC to United Living for action. Encouragingly, cases aged 3-6 months reduced from 24 to 16, while cases over 12 months old more than halved from 45 to 22. Of these 22 cases, 13 are in progress, 3 have works arranged and 6 are awaiting appointment dates. The small increase in 6-12 month cases (16 to 17) remains an area of focus.

Significant progress has also been made in reducing referred works held by NCC, with cases reducing from 208 to 91 (56%). Of the remaining cases, 24 are awaiting resident contact, 15 involve resident refusals, 2 are pending decant, and 50 require further instructions.

Priorities for the coming month include reducing referred cases, progressing outstanding surveys and works, preventing cases from ageing into the 12-month-plus category, and minimising legal costs through the timely resolution of claims.

Overall, progress remains positive, particularly in reducing older cases and referred works, with continued focus on sustaining this improvement and reducing the remaining backlog.

Ref.	Performance indicator	Good Perf. Is	Resp. Person	26/27 Target	May-26	Jun-26	Jul-26	24/25 RSH Lower Quartile	24/25 Landlord Median	24/25 RSH Upper Quartile
TSMWIP-DMC	Total number of Live tenant reported Damp and Mould cases with remedial works outstanding	Lower	SE	To reduce	104	83	71		N/A	

Live Damp and Mould (D&M) cases reduced by 14.4%, from 83 in June to 71, demonstrating continued progress in addressing legacy cases.

Access remains the main barrier to resolution, with 57.7% 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 Planned and Replacements Team are looking to work with the Access Team on 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.