

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

Ref.	Performance indicator	Resp. Person	25/26 Target	Feb-26	24/25 RSH Lower Quartile	24/25 Landlord Median	24/25 RSH Upper Quartile
S1	Ave sick days per employee (rolling 12 months)	MLu	10.2	13.89			N/A
<p>February's 13.89 average days sick per fulltime equivalent is worse than the 13.35 for February 2025. 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.</p>							
R1 (local)	% Repairs appointments made & kept (Priority 2,3,4)	DS	97.0%	93.7%			N/A
<p>Customer Service Centre (CSC) refresher training sessions continue, focusing on ensuring mitigation of duplicate repairs appointments. There is evidence of increased Customer Service Adviser utilisation of Video Diagnostic functionality within TotalMobile already in progress which is mitigating repairs across all priorities. We will need to review March repair appointments made, to see if there is a clear flow through of decrease in overall repair appointments raised (based on historic volumes). We will also be able to track duplicate repair data in March to measure impact of refresher training in that specific area.</p>							
RP02.2 (P1)	Proportion of Emergency Responsive repairs (Priority 1) completed within the landlord's target timescale.	DS	100.0%	89.0%	88.0%	94.9%	98.9%
<p>Not Meeting Target: Performance has decreased (only slightly) from 90% to 89%. Sickness levels coupled with fluctuations in electrical, roofing and heating emergencies has required the outsourcing of some work. Another contributing factor has been the handling of certain emergency repairs where additional non-urgent works were needed. 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 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%	85.0%			N/A
<p>Not meeting Target: Performance remains below target, with a slight decrease from 87% in January to 85%. This level of performance has been maintained despite ongoing seasonal pressures and higher sickness levels affecting workforce availability. 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%	82.0%			N/A
<p>Not Meeting Target: Performance has declined further, dropping from 86% to 82%, 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 92.92%</p>							
ALL ART	Ave Re-let time for all properties (GN & SLD) - Year to date	DS	42.00	43.64			N/A
<p>Performance has remained broadly stable over the past three months with only a slight dip observed during February. For the purpose of this report, Major/Capital works have been excluded from the analysis.</p>							
BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	SS	100.0%	97.51%	99.8%	99.9%	100.0%
<p>Recording has now transitioned to the TotalMobile system. A dedicated Data Administrator continues to make daily contact attempts to secure access to properties where gas servicing is outstanding. Once access is obtained, engineers are deployed immediately to complete the work and restore compliance as quickly as possible. Compliance Position: NCC continues to meet the requirements of Regulation 39, with all reasonable attempts made to gain access and the necessary audit processes followed. Access and Resolution Team: A new automated report is being developed to collate property-level data and send it directly to the Access and Resolution Team, which will improve monitoring and reporting going forward.</p>							
EICR001-NCC	Dwellings with a satisfactory Electrical Installation Condition Report (EICR) in last five years (with P1/P2 completed)	SS	100.0%	99.01%			N/A
<p>There are currently 229 properties over target. Of these, 153 are occupied and 76 are recent voids. The increase in recorded EICR non-compliance is due to data transfer issues between the C365 and NEC recording systems. Specifically, NEC has not been consistently updated to reflect completed certificates. This issue is expected to be resolved for the next reporting cycle, with all reports updated using data verified against uploaded certificates from 1 April 2026. All over-target EICRs are progressing well. The Access Team continues to secure entry to long-standing historical properties—one of which had not been accessed by NCC for over 30 years.</p>							
C6 (FIRE006c-NCC)	Overdue Low Risk Fire Risk Assessments Actions	SS	0	1			N/A
<p>We have identified further actions and made progress in collaboration with our contractors. Programmes of compartmentation work are now underway and progressing well within low-rise properties. One scheme is scheduled to commence in April.</p>							

Ref.	Performance indicator	Resp. Person	25/26 Target	Feb-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	SE	0.0%	0.3%	1.1%	3.2%	6.7%
<p>NCC non-Decency figure was 0.3% at the end of Feb 26. A breakdown of Decent Homes Standard (DHS) failures across the four criteria of the DHS is shown below.</p> <p>Criterion A: It meets the current statutory minimum standard for housing, and we currently have 30 Housing Health and Safety Rating System (HHSRS) Category 1 failures across 29 properties which are being immediately addressed:</p> <ul style="list-style-type: none"> • Co detector - 1 due to tenant damage • Electrical Hazards - 18 mainly due to DIY or broken socket, light fittings • Fire (Damaged Smoke Alarms) - 9 • Flames and Hot Surfaces - 2 <p>Criterion B: In a reasonable state of repair - Bathroom 14</p> <p>Criterion D: It provides a reasonable degree of thermal comfort - 33 Failures</p>							
CH02-NCC	Stage 1 complaints responded to within the timescale	PS	99.0%	94.1%	64.0%	81.8%	93.9%
<p>As expected from the implementation of the new complaints system, delays in distribution of monitoring tools have resulted in a small number of cases being answered outside of the 10-working-day target. In total, 6 were answered out of target, with 2 answered 1 day late and the remaining 4 answered 2 days late. Though these are not significant delays, they still represent a failure to meet required timeframes and an inconvenience to our customers, for which appropriate apologies were offered. Reporting tools now in place, as well as additional manual monitoring by Customer Relations Team (CRT), will result in improvements to performance with improvement anticipated to start showing significantly in reporting figures for Q1 onwards.</p>							
CH01b-NCC	Number of Stage 2 complaints received (per 1,000 properties)	PS	7.0	7.52	4.80	7.60	11.70
<p>While we remain at the median mark for landlords, work remains ongoing to reduce the demand for escalation to stage 2, with the improvements made from the new complaint system expected to have a positive impact in this area.</p>							
TSMWIP-LEG	No. current live Disrepair cases awaiting settlement or closure	SE	To reduce	429	N/A		
<p>The latest disrepair position shows steady progress - notable improvements include:</p> <ul style="list-style-type: none"> - Total live cases awaiting settlement reduced from 485 to 401. - Total cases with works reduced from 500 to 429 - Cases Requiring Works (283 total): 28 – awaiting coding, 135 – Work in progress, 65 – Works arranged, 26 – To be booked, 29 – Awaiting asbestos report <p>Referred Cases (146 total): 39 – No access, 6 – Decant requests, 101 – Referred back to NCC Legal for further advice or support</p> <p>Key Priorities:</p> <ul style="list-style-type: none"> - Resolving the oldest cases (12 months+) have increased due to the work done on clearing those referred back from Legal to United Living - Achieving timely resolution for all referred cases 							
TSMWIP-DMC	Total number of Live tenant reported Damp and Mould cases with remedial works outstanding	SE	To reduce	212	N/A		
<p>Key Highlights – February 2026</p> <p>Live cases have reduced by 27.15% (from 291 to 212), showing strong progress towards clearing as many legacy Damp & Mould (D&M) cases ahead of the 31 March target. The legacy D&M work transferred from United Living to Lovells is now being completed at pace, and this improvement is reflected in the latest figures.</p> <p>From 16 March, the Planned & Replacements team will take 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. Access remains the primary barrier to completion, with 25% of cases (52) now at final access stage.</p>							