

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
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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
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Performance has remained steady at 95% for the third consecutive month, demonstrating a more stable position for Priority 2/3 & 4 appointments made and kept. This remains below the 97% target, but sustained focus is in place through daily monitoring of appointments not kept, reinforced diary checks, improved Customer Service Centre (CSC)/Business Services coordination, video diagnostics, WIP management and tighter triage. Current trade absence and planning capacity pressures continue to affect performance. Mitigations include backfill/agency planning, reinstated CSC support, wider use of Triage Officer capacity, plumbing recruitment and subcontractor support where appropriate.

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
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Performance has decreased from 885 in April and May to 85% in June. To support improvement, additional Jeopardy (SLA) work is being passed to subcontractors where appropriate. This approach is intended to relieve pressure on the direct labour force, particularly in light of relatively high sickness levels within certain teams.

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%
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Performance has stays static at 91%. 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. There are also a number of new specialist / supporting subcontractors which will be added to the subcontractor portal (Total Mobile) to ensure real time updates for the work that they complete. These are administrative type failures rather than performance failures.

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%
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Performance is below target at 82%.

Urgent repairs have reduced slightly from 90% to 89%, and the correct process for closing jobs and raising follow-on works has been reinforced to improve performance and reporting accuracy.

Non-Urgent performance has decreased from 84% to 76%, reflecting the prioritisation of emergency and urgent repairs and a continued focus on reducing older Work in Progress (WIP) orders. While completing aged overdue jobs has temporarily impacted performance, WIP has reduced significantly from 1,205 in May to 909 in June. A review of resources is underway, and subcontractors continue to be used proactively to support demand.

Planned repairs at 95% remain on target.

RP02.2 (Priority 2)	Proportion of Urgent Responsive repairs (Priority 2) completed within the landlord's target timescale.	Higher	DS	100.0%	90.0%	91.0%	90.0%	89.0%	N/A
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Performance remains below target, with an decrease from 90% to 89%. 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.

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RP02.2 (P3)	Proportion of Non-Urgent Responsive repairs (Priority 3) completed within the landlord's target timescale.	Higher	DS	90.0%	81.0%	82.0%	84.0%	76.0%	N/A		
Not Meeting Target: Monthly performance has decreased this month from 84% to 76%. 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. A review of resources is to be undertaken for this priority. However, it should be noted that we have had an increased focus on WIP targeting older orders to ensure that they are completed as soon as possible, which accounts for the dip in performance - as more orders are completed out of target. In May we reported an out of date WIP figure of 1205 and in June a figure of 909. Subcontractors are being used proactively, with a number of orders being identified daily, where demand exceeds internal resource.											
ALL ART	Ave Re-let time for all properties (GN & SLD) - Year to date	Lower	DS	42.00	40.32	45.23	39.19	46.88	N/A		
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.											
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained	Higher	KS	65.0%	69.0%	N/A	N/A	61.0%	57.2%	63.1%	69.6%
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.											
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	Higher	KS	66.0%	64.0%	N/A	N/A	63.0%	50.8%	57.2%	61.4%
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.											
BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	Higher	DS	100.0%	97.51%	97.15%	97.23%	97.79%	99.8%	99.9%	100.0%
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.											

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EICR001-NCC	Dwellings with a satisfactory Electrical Installation Condition Report (EICR) in last five years (with P1/P2 completed)	Higher	SE	100.0%	99.52%	98.95%	98.78%	98.42%	N/A		
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.											
RP01-NCC	% of stock that is categorised as a non-decent home	Lower	SE	0.0%	0.2%	0.3%	0.3%	0.2%	6.7%	3.2%	1.1%
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											
DM02	Awaab's Law: Significant hazards investigated within 10 days	Higher	SE	100%	91.0%	95.0%	98.0%	98.0%	N/A		
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.											
DM04	Awaab's Law: Works started within 12-week long-stop	Higher	SE	100%	100.0%	100.0%	81.0%	90.0%	N/A		
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.											
TP08	Agreement that the landlord treats tenants fairly and with respect	Higher	PS	78.0%	78.0%	N/A	N/A	76.0%	68.8%	74.8%	80.3%
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.											

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CH02-NCC	Stage 1 complaints responded to within the timescale	Higher	PS	99.0%	98.1%	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											
CH01-NCC	Number of Stage 1 complaints relative to the size of the landlord (per 1,000 properties)	Lower	PS	40.0	44.7	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											
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											
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.											
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.											