

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

Ref.	Performance indicator	Resp. Person	25/26 Target	Jan-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	13.74	N/A		
<p>January's 13.74 average days sick per fulltime equivalent is worse than the 13.62 for January 2025.</p> <p>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%	93.2%	N/A		
<p>Performance has decreased slightly due in the main to sustained severe weather conditions leading to a significant rise in P1 (emergency) jobs with subsequent pressure on Operational Resource Planners. Housing Customer Service Centre (CSC) is undertaking targeted refresher training with focus on ensuring mitigation of duplicate repair appointments, and increasing the usage of Video Diagnostic functionality inherent within TotalMobile. Increased usage, and user feedback (captured on video to be used in the refresher training sessions) confirms an increasing number of potential appointments are being mitigated as a result of being able to see via video the actual issue the tenant is reporting. As a specific example, one Customer Services Advisor has reported being able to empower tenants to be able to re-pressurise their own boilers via video link, mitigating 9 out of a possible 10 P1 appointments. This front end focus will positively impact the volume and accuracy of repair appointments coming into Business Services.</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>Performance has improved from 84% to 90%. Higher sickness levels have affected workforce availability, and fluctuations in electrical and heating emergencies have sometimes required the outsourcing of 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.</p> <p>The correct process has now been reiterated to Business Services to ensure 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%	87.0%	N/A		
<p>Performance remains below target, with a slight decrease from 88% in December to 87%. This level of performance has been maintained despite ongoing seasonal pressures and higher sickness levels affecting workforce availability. As with P1 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>							
ALL ART	Ave Re-let time for all properties (GN & SLD) - Year to date	DS	42.00	43.59	N/A		
<p>Performance has dipped slightly in the of days taken to relet properties with the Average relet times of increasing to 43.59 in January compared to 43.28 in December - the target is 42 days.</p>							
BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	SS	100.0%	98.8%	99.8%	99.9%	100.0%
<p>There are 272 non-compliant properties. A dedicated Data Administrator is making daily contact attempts to secure access. Once access is gained, engineers are deployed immediately to complete works and restore compliance as quickly as possible.</p> <p>Letters Before Action (LBAs): 433 issued in total 86 remain live and will need to be reissued (all over 8 weeks old) 347 properties (80.13%) granted access following an LBA</p> <p>Although access rates remain below target, NCC is compliant with Regulation 39, with all reasonable access attempts and audit requirements met.</p> <p>Access & Resolution Team: The newly established team is now working with Legal Services to progress all outstanding non-access cases. Information flow is currently delayed due key colleague sickness.</p> <p>TotalMobile: Gas Servicing has now transitioned to TotalMobile. A new automated report is being developed to collate property-level data and send it directly to the Access & Resolution Team.</p>							
EICR001-NCC	Dwellings with a satisfactory Electrical Installation Condition Report (EICR) in last five years (with P1/P2 completed)	SS	100.0%	99.27%	N/A		
<p>A total of 177 properties are currently over target. Of these, 49 relate to voids from the past three years where data was not correctly recorded. The remaining 128 occupied properties are now being processed through three new appointments supported by the Access & Resolution Team. This process had to be restarted due to delays in establishing the team, which meant earlier data could not be used in court.</p> <p>All cases are now at the second-appointment stage and are either awaiting or have received a third appointment. After a missed third appointment, a Letter Before Action (LBA) will be issued jointly by the Access & Resolution Team and Legal Services. Legal Services have allocated a dedicated paralegal to manage all compliance-related access cases and are working with the Access Team to collect the full appointment history needed to progress cases without delay.</p> <p>The EICR team is around two weeks away from providing the remaining data required for legal progression. The upcoming implementation of TotalMobile will significantly improve reporting accuracy and streamline the creation of legal packs, reducing administrative workload.</p>							
C6 (FIRE006c-NCC)	Overdue Low Risk Fire Risk Assessments Actions	SS	0	3	N/A		
<p>All compartmentation works (fire stopping) to low rise properties, United Infrastructures have been requested to undertake but they are not meeting our deadlines. Working with procurement to secure a new passive fire contractor from the Efficiency East Midlands (EEM) framework</p>							

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RP01-NCC	% of stock that is categorised as a non-decent home	SE	0.0%	0.4%	1.1%	3.2%	6.7%
<p>NCC non-Decency figure was 0.4% (98 properties out of 24,191) at the end of Jan 26. A breakdown of 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 67 Housing Health & Safety Rating System (HHSRS) Category 1 failures across 65 properties which are being immediately addressed.</p> <ul style="list-style-type: none"> • Co detector = 1 due to Tenant damage • Electrical Hazards = 42 Mainly due to DIY or broken socket, light fittings • Fire (Damaged Smoke Alarms) = 22 • Flames and Hot Surfaces – 2 <p>Criterion B: in a reasonable state of repair</p> <ul style="list-style-type: none"> • Bathroom 14 <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%	96.9%	64.0%	81.8%	93.9%
<p>A new complaint system has been implemented in January 2026. While we have endeavoured to ensure a smooth transition to the new system, there have been some minor technical issues leading to missed targets, though this is only on a minimal number of cases. With fixes made to the new system and it now becoming more established, improvement is predicted for February.</p>							
CH01b-NCC	Number of Stage 2 complaints received (per 1,000 properties)	PS	7.0	7.57	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	500	N/A		
<p>Summary of Current Position: The latest disrepair position shows steady progress and increasingly strong control across key time bands.</p> <p>Notable improvements include: Overall Case Movement; Total live cases awaiting settlement have reduced from 554 to 485.</p> <p>Cases Requiring Works (292 total)</p> <p>292 – In progress; 168 – Work in progress; 57 – Works arranged; 16 – To be booked; 51 – Awaiting asbestos report</p> <p>Referred Cases (208 total)</p> <p>119 – No access; 3 – Decant requests; 80 – Referred back to NCC Legal for further advice or support</p> <p>Key Priorities: Resolving the oldest cases (12 months+); 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	291	N/A		
<ul style="list-style-type: none"> - Live cases reduced by 21% (from 370 to 291), demonstrating strong momentum towards clearing all legacy Damp & Mould cases ahead of the 31 March target. - The transfer of all not-started legacy D&M works from United Living to Lovells is now complete, and this progress is reflected in the updated figures. - Ongoing quality assurance reviews continue to identify and remove duplicate legacy cases in line with Awaab's Law requirements. - Access challenges remain a significant barrier to completion, with 17% (50 cases) now at final attempt, and many more progressing through the formal access process. 							