

Nottingham City Council Housing Services
Exceptions Overall Balanced Scorecard Report - December 2025

Ref.	Performance Indicator	Resp. Person	25/26 Target	Dec-25	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	13.75		N/A	
December's 13.75 average days sick per fulltime equivalent is better than the 13.85 for December 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 97.0% 94.9% N/A							
Performance has improved by 0.9 percentage points, reaching 94.9%. 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%	84.0%	88.0%	94.9%	98.9%
Not Meeting Target: Performance for P1 emergency heating and electrical repairs has fallen from 92% to 84%. This decline has largely been driven by a sustained increase in emergency demand as colder weather conditions have set in, alongside higher sickness levels impacting workforce availability. A further contributing factor has been the handling of some emergency repairs where, after the immediate emergency element was resolved, additional non-urgent works were required. In these cases, jobs were extended beyond the emergency timescale rather than being completed and follow-on works correctly raised as a P3 priority. This has negatively impacted performance reporting. The correct process has now been reiterated to Business Services to ensure emergency jobs are closed appropriately and any additional works are raised separately.							
RP02.2 (P2)	Proportion of Urgent Responsive repairs (Priority 2) completed within the landlord's target timescale.	DS	100.0%	88.0%		N/A	
Not meeting Target: Although performance remains below target, P2 performance has improved from 80% in November to 88% in December. This improvement has been achieved despite ongoing pressures from seasonal demand and higher levels of sickness impacting 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 accurate performance reporting.							
TP09	Satisfaction with Complaint handling	PS	36.0%	32.0%	26.1%	31.3%	36.8%
Awaiting comments							
ALL ART	Ave Re-let time for all properties (GN & SLD) - Year to date	DS	42.00	43.28		N/A	
There has been an increase in the Average number of days this month, with roughly 1 day increase over all properties. This will have been driven by the increase in general needs properties that has gone up 2 days and the greater volume of this property type, 64 properties, compared to the 9 Independent Living that reduced by 1.5 days.							
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	KS	66.0%	62.0%	50.8%	57.2%	61.4%
Overall satisfaction with the landlord's approach to ASB has remained broadly stable across the year, closing Q3 at 62% and maintaining a year to date position of 61%, which is slightly above the national average of 60% but still below the 66% target. Although most dissatisfied responses lack ASB specific detail, recurring themes include environmental concerns such as fly tipping, poor estate appearance, and communal area cleanliness, with some residents raising issues around noise, drug activity, rough sleeping, and a perceived lack of response from the council or police. These findings highlight the ongoing impact of wider environmental factors and multi agency dependencies on resident satisfaction, reinforcing the need for improved communication, clearer feedback loops, and strengthened partnership working to address both perceptions and ASB issues.							
BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	SS	100.0%	98.9%	99.8%	99.9%	100.0%
Update as at 1st January: There are currently 248 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, ensuring delays are kept to a minimum and compliance is restored as quickly as possible.							
Letters Before Action (LBAs): - 433 LBAs sent out in total - 91 LBAs remain live, with ongoing engagement - 342 properties (78.98%) have granted access following receipt of the LBA							
While overall access rates remain below target, NCC are compliant with Regulation 39 as all obligations are fulfilled for all reasonable access attempt and audit trail.							
The new Access and Resolution Team recruitment is now completed and this team will now be liaising with the legal team to action all outstanding non access through the legal process.							

Ref.	Performance indicator	Resp. Person	25/26 Target	Dec-25	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)	SS	100.0%	99.32%		N/A									
<p>There are 176 properties overdue for an Electrical Installation Condition Report (EICR), including 127 occupied homes and 49 recent voids. The process for ensuring all new lettings have a valid EICR requires clarification with the lack of oversight causing conflicts between occupied and void compliance data. Collaborative team working is in place to rectify this issue. It is positive that the Voids team is now using the C365 system which will eventually ensure better transparency.</p> <p>3,325 certificates in C365 show as non-compliant, having been completed during void periods - discussions are ongoing to resolve this.</p> <p>Temporary accommodation processes also need review to ensure checks, including PAT testing, are completed at each change of occupancy by the Voids team.</p> <p>The Electrical Compliance Officer is now post with a six-month secondment. Legal and safeguarding escalation will move to the Access Team in January 2026. Appointment evidence was requested in November/December from Disrepair, Gas, and Stock Condition teams; however, this is still outstanding.</p> <p>Following successful discussions with the internal Project Team, the EICR team is in the implementation and test stages of Total Mobile and reviewing the 127 over-target properties.</p>															
<p>RP01-NCC</p> <table border="1"> <tr> <td>RP01-NCC</td> <td>% of stock that is categorised as a non-decent home</td> <td>SE</td> <td>0.0%</td> <td>0.5%</td> <td>1.1%</td> <td>3.2%</td> <td>6.7%</td> </tr> </table> <p>Significant progress is being made in improving asset condition, with 77% of homes surveyed having undergone a new Stock Condition Survey (SCS) by the end of December 2025 and a notably low non decency rate of 0.5% (110 properties). Over the coming year, the council will invest approximately £85 million in the 2026/27 capital programme, focusing on substantial upgrades to safety, energy efficiency, modern living standards, and neighbourhood quality. Coupled with enhanced disrepair management and new procedures for resolving access challenges, this major investment is expected to further elevate housing conditions and increase tenant satisfaction as the benefits are realised.</p> <p>As of December 2025, SCS have been completed on 18,544 properties, representing 77.31% of the active housing stock. Additionally, 1,400 block surveys and 285 communal surveys have been conducted. This data is being integrated into the NEC system to support effective forecasting of the investment programme and early identification of potential issues, that could affect the maintenance of our homes.</p>								RP01-NCC	% of stock that is categorised as a non-decent home	SE	0.0%	0.5%	1.1%	3.2%	6.7%
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<p>CH02-NCC</p> <table border="1"> <tr> <td>CH02-NCC</td> <td>Stage 1 complaints responded to within the timescale</td> <td>PS</td> <td>99.0%</td> <td>96.5%</td> <td>64.0%</td> <td>81.8%</td> <td>93.9%</td> </tr> </table> <p>Three Stage 1 complaints were answered out of target. One came from Business Services and was 1 day late, caused by staff oversight and is an isolated incident that is not part of a pattern, or expected to repeat. The other two related to United Living/Damp and mould work, and were also just 1 day late each. While these represent only a minimal delay to a very small number of customers, improvement is still in progress, with management of these complaints currently transitioning to other staff/management with compliance with target dates expected to be in place by the end of Q4 at the latest.</p>								CH02-NCC	Stage 1 complaints responded to within the timescale	PS	99.0%	96.5%	64.0%	81.8%	93.9%
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<p>CH01b-NCC</p> <table border="1"> <tr> <td>CH01b-NCC</td> <td>Number of Stage 2 complaints received (per 1,000 properties)</td> <td>PS</td> <td>7.0</td> <td>7.52</td> <td>4.80</td> <td>7.60</td> <td>11.70</td> </tr> </table> <p>Numbers have remained consistent, though work has been ongoing within service areas to focus on ensuring we do what we say we will from Stage 1 complaints. Due to the time it can take for matters to escalate to Stage 2 (and subsequently be handled within the stage 2 process) the recent improvements to keeping promises and improving communication will likely only show improvements to the figures in the coming months.</p>								CH01b-NCC	Number of Stage 2 complaints received (per 1,000 properties)	PS	7.0	7.52	4.80	7.60	11.70
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<p>TP05</p> <table border="1"> <tr> <td>TP05</td> <td>Satisfaction that the home is safe</td> <td>SS</td> <td>77.0%</td> <td>75.0%</td> <td>68.8%</td> <td>74.3%</td> <td>79.9%</td> </tr> </table> <p>Satisfaction increased to 75% in December 2025, showing a clear improvement on November. The tenant survey shows that more residents feel safe in their homes, with fewer people dissatisfied than in previous quarters. Feedback suggests this improvement is linked to stronger confidence in basic home safety, such as building and fire safety. However, some tenants continue to raise concerns about communal areas, estate conditions and anti-social behaviour, which still affect how safe they feel. Performance remains below the 2025/26 target of 77%.</p>								TP05	Satisfaction that the home is safe	SS	77.0%	75.0%	68.8%	74.3%	79.9%
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<p>TSMWIP-LEG</p> <table border="1"> <tr> <td>TSMWIP-LEG</td> <td>No. current live Disrepair cases awaiting settlement or closure</td> <td>SE</td> <td>To reduce</td> <td>517</td> <td></td> <td>N/A</td> <td></td> </tr> </table> <p>Overall, the latest disrepair position shows steady progress and stronger control across several key time bands. Notably:</p> <ul style="list-style-type: none"> Total live cases have remained stable, moving from 560 to 554. In a high pressure area like disrepair, holding volumes steady while still progressing cases. Total Number of cases where work is required stands at 517 and is broken down as follows. The shortest duration cases (\leq1 month) have seen a meaningful reduction, dropping from 36 to 22, which is due to faster early-stage handling and improved responsiveness at the front end of the process to ensure a new backlog is not created. The 1–3 month and 3–6 month categories have also shown small but positive reductions (75 \rightarrow 72 and 132 \rightarrow 130). Even marginal movement is good, especially given the typical complexity of progressing cases through legal, technical stages and access issues. While the 6–12 month category has increased (179 \rightarrow 208). This is an area of focus to ensure that none of these then become 12 months +. The oldest cases (12 months+) have seen this biggest improvement which has seen a reduction, from 138 down to 85, which is the largest decrease when compared to a high of 203 in May 25. This shows a clear focus on tackling legacy and more complex matters. However, the target is to get this to zero with the next three months. <p>The 85 cases over 12 months can be broken down to give a fuller picture into</p> <ul style="list-style-type: none"> 56 properties with United Living (UL) in Work in Progress (WIP). 15 cases returned by UL to NCC for further instruction due to no access or being in High-Rise Block (HRB), which required Building Safety Review (BSR) approval before work can commence. 14 cases are with our legal team either ongoing negotiations, file reviews or awaiting closure <p>Overall, the service is well placed for improvement as UL's programme completes and Surveying continues backlog reduction. Key priorities next month include resolving outstanding referrals and addressing work on hold in HRB due to BSR requirements.</p>								TSMWIP-LEG	No. current live Disrepair cases awaiting settlement or closure	SE	To reduce	517		N/A	
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<p>TSMWIP-DMC</p> <table border="1"> <tr> <td>TSMWIP-DMC</td> <td>Total number of Live tenant reported Damp and Mould cases with remedial works outstanding</td> <td>SE</td> <td>To reduce</td> <td>370</td> <td></td> <td>N/A</td> <td></td> </tr> </table> <p>Key Positive Highlights – December</p> <ul style="list-style-type: none"> Live cases reduced significantly from 581 in November to 370 in December, following the removal of duplicates and D&M works previously double-counted. Transferring D&M works from United Living to Lovells and the new Awaab's Law Balanced Scorecard will continue to reduce volumes. Case age profile improved, with the average age of live cases dropping from 332 to 274 days, reflecting sustained focus on older, complex cases. Access issues continue to fall, with both United Living and Lovells reporting fewer "no access" properties, improving scheduling and productivity. Inspection activity increased, with 317 inspections raised due to the new Awaab's Law process. Work completion times improved: United Living reduced duration from 60 to 51 days, while Lovells maintained a 21-day turnaround. 								TSMWIP-DMC	Total number of Live tenant reported Damp and Mould cases with remedial works outstanding	SE	To reduce	370		N/A	
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