

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

| Ref. | Performance indicator | Resp. Person | 25/26 Target | Nov-25 | 24/25 RSH Lower Quartile | 24/25 Landlord Median | 24/25 RSH Upper Quartile |
|------|-----------------------|--------------|--------------|--------|--------------------------|-----------------------|--------------------------|
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|----|---|-----|------|-------|-----|
| S1 | Ave sick days per employee (rolling 12 months) | MLu | 10.2 | 13.69 | N/A |
|----|---|-----|------|-------|-----|

November's 13.69 average days sick per fulltime equivalent is better than the 13.90 for November 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.

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|------------|---|----|-------|-------|-----|
| R1 (local) | % Repairs appointments made & kept (Priority 2,3,4) | DS | 97.0% | 94.0% | N/A |
|------------|---|----|-------|-------|-----|

Performance has improved by 0.5 percentage points, reaching 94%. 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.

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|----------|---|----|---|------|-----|
| R5COM-P2 | Ave days to complete Urgent Responsive repairs (Priority 2) | DS | 7 | 9.43 | N/A |
|----------|---|----|---|------|-----|

Not Meeting Target: This PI has increased by almost 3 days, due to a combination of workload and resources. We have changed some system parameters allowing for more trade colleagues to pick up P1 / P2 orders, which will come from the p2 / p3 pool of trades. In December more subcontractors will be added to the subcontractor portal to enable a more efficient and prompt way of despatching and receiving completions back into the system.

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| RP02.2 (P1) | Proportion of Emergency Responsive repairs (Priority 1) completed within the landlord's target timescale. | DS | 100.0% | 92.0% | 88.0% | 94.9% | 98.9% |
|----------------|---|----|--------|-------|-------|-------|-------|

Performance has improved to 92% compared to 91% in October and considerably better than the 84.01% in November 2024.

When comparing the current rolling 3-month average versus November, performance has steadily improved 3.47 percentage points. This has been helped by the launch in mid-November of the new Out Of Hours (OOH) process – moving from a manual process of allocation and administration of work orders to a system-based allocation process, in turn improving data lag. This new process has experienced some teething issues but overall has been a success in terms of further improving data accuracy.

We continue to review and update our resource allocation by work order priority to ensure additional capacity is directed toward Emergency (P1) and Urgent (P2) repairs. We are working

We continue to review and update our resource allocation by work order priority to ensure additional capacity is directed toward Emergency (P1) and Urgent (P2) repairs. We are working through the system settings to open up more of our trade-based resource being able to take on P1 and P2 work orders. The overall aim is that ALL colleagues will have P1 and P2 work allocated to them in the future, whilst there will be a number ringfenced for P1 and P2 work only to protect time for our more urgent work.

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|--------|--|----|--------|-------|-----|
| RP02.2 | Proportion of Urgent Responsive repairs (Priority 2) | 53 | 100.0% | 99.9% | N/A |
|--------|--|----|--------|-------|-----|

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|---|---|--|--|--|--|
| (P2) | completed within the landlord's target timescale. | | | | |
| Performance has significantly improved to 80% compared to 69% in October. | | | | | |

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|----------|--|----|--------|--------|-------|-------|------|
| BS01-NCC | % Domestic properties with valid Landlords Gas Safety Certificate (LGSR) | DS | 100.0% | 98.98% | 99.8% | 99.9% | 100% |
|----------|--|----|--------|--------|-------|-------|------|

Update as at 1st December:

There are currently 230 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.

All non-compliant properties, along with details of access attempts, have been referred to the NCC legal team, who are preparing to pursue court injunctions where necessary.

Letters Before Action (LBAs):

- 433 LBAs sent out in total
- 108 LBAs remain live, with ongoing engagement
- 325 properties (75.05%) 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.

Recruitment for the new Access and Resolution Team is complete. They have been liaising with the legal team and are now looking to initiate the LBA cases.

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|-------------|---|----|--------|--------|-----|
| EICR001-NCC | Dwellings with a satisfactory Electrical Installation Condition Report (EICR) in last five years (with P1/P2 completed) | SS | 100.0% | 99.36% | N/A |
|-------------|---|----|--------|--------|-----|

There are 159 properties overdue for an Electrical Installation Condition Report (EICR), including 127 occupied homes and 32 recent voids. The process for ensuring all new lettings have a valid EICR requires clarification, and a robust method for updating voids data in NEC must be agreed by the M&E Head of Service and Voids team.

Over 3,000 certificates in C365 show as non-compliant, having been completed during void periods. Discussions are ongoing to resolve this. Temporary accommodation processes also need review to ensure checks, including PAT testing, are completed at each change of occupant by the Voids team.

The Electrical Compliance Officer role has been approved for a six-month secondment. Legal and safeguarding escalation will move to the Access Team in January 2026, with 17 test legal packs sent in December to date. Appointment evidence has been requested from Disrepair, Gas, and Stock Condition teams. Compliance teams should begin collating appointment data, with at least three lettered appointments, for submission to the Access Team.

A meeting with the Total Mobile integration team has taken place to configure the EICR program for accurate tracking and referral after three missed appointments. Currently, 127 occupied properties remain overdue despite three attempted appointments, except where properties are decanted, abandoned, or access is prevented by vulnerabilities. Additional appointments may be required before legal escalation due to historical data gaps.

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|--|---|--------------|--------------|--------|--------------------------|-----------------------|--------------------------|
| RP01-NCC | % of stock that is categorised as a non-decent home | SE | 0.0% | 0.8% | 1.1% | 3.2% | 6.7% |
| <p>Performance was 0.8% (185/24,200 properties) at the end of Nov 25. 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 157 HHSRS CAT 1 failures across 151 properties which are being immediately addressed.</p> <ul style="list-style-type: none"> Damp and Mould = 11 Co detector = 5 – due to Tenant damage Electrical Hazards = 72 Mainly due to DIY or broken socket, light fittings Fire (Damaged Smoke Alarms) = 63 Flames and Hot Surfaces – 4 Personal Hygiene, Sanitation - 1 Structural works = 1 <p>Criterion B: in a reasonable state of repair</p> <ul style="list-style-type: none"> Bathroom 2 <p>Criterion D: It provides a reasonable degree of thermal comfort – 34 Failures</p> <p>The strong progress of the SCS programme directly benefits tenants by improving the quality and reliability of their homes. The updated data shows extended lifespans for key components like roofs, bathrooms, and heating systems, meaning tenants will experience fewer repairs and more comfortable living conditions. While the reduced 30-year investment forecast, from £1.1 billion to £958 million, demonstrates efficient use of resources that can be reinvested into tenant services. Overall, tenants benefit from better-maintained homes, smarter planning, and a more transparent and responsive housing service.</p> | | | | | | | |
| CH01b-NCC | Number of Stage 2 complaints received (per 1,000 properties) | PS | 7.0 | 7.47 | 4.8 | 7.6 | 11.7 |
| <p>Volumes have slightly improved, which is a very positive indicator of better follow-up to Stage 1 responses and suggests better commitment to completing promised actions. This appears to be a very positive downward trend and focus will remain on providing correct outcomes</p> | | | | | | | |
| TSMWIP-LEG | No. current live Disrepair cases awaiting settlement or closure | SS | To reduce | 560 | N/A | | |
| <p>Live disrepair cases rose slightly to 560 in November (from 552 in October), with early-stage caseloads remaining stable. The priority remains the 138 properties over 12 months, where plans are in place:</p> <p>84 properties are progressing through Legal pathways.</p> <p>54 properties are with United Living (UL), scheduled for completion by end of December 2025. UL is on track, though access is still needed at four properties where residents have either:</p> <ul style="list-style-type: none"> declined temporary decant offers not responded to asbestos survey arrangements been uncooperative with survey attempts requested to delay decant until after Christmas <p>Housing, Legal, and UL are actively working to resolve these barriers.</p> <p>Progress in other age bands is positive, with reductions in 1–3 and 3–6 month categories. The rise in 6–12 months (160 to 179) reflects cases moving from earlier stages and awaiting survey or Legal instruction.</p> <p>Surveying performance is improving, with faster completions and a plan to clear Legal-related and secondary-claim surveys in January 2026, pending approval of the new expert witness template.</p> <p>Overall, the service is well positioned for improvement as UL's December programme concludes and Surveying tackles backlog clearance. Resolving the four access-dependent UL cases and advancing the 84 Legal-held cases will be key to reducing the oldest properties and improving the ageing profile.</p> | | | | | | | |
| TSMWIP-DMC | Total number of Live tenant reported Damp and Mould cases with remedial works outstanding | SS | To reduce | 581 | N/A | | |
| <ul style="list-style-type: none"> Live cases reduced further, falling from 628 in October to 581 in November - a reduction of 7.5%, reflecting continued strong operational control and momentum. Completion performance strengthened, with cumulative completions rising from 885 to 1,093, showing that teams are maintaining a high pace of delivery. Significant improvement in case age profile, with the average age of live cases dropping sharply from 332 to 274 days, demonstrating sustained focus on older, more complex cases. Access issues reduced, with both United Living (UL) and Lovells reporting fewer "no access" properties, supporting smoother scheduling and improved productivity. Inspection activity strengthened, with a notable increase in completed inspections (from 296 to 382), helping accelerate case diagnosis and allocation. Time to complete works improved, with both UL (77 down to 60 days) and Lovells (21 down to 20 days) achieving faster turnaround. | | | | | | | |