

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

Ref.	Performance Indicator	Good Perf. Is	Resp. Person	26/27 Target	May-26	24/25 RSH Lower Quartile	24/25 Landlord Median	24/25 RSH Upper Quartile
HIM6	Rent collection (YTD figure)	Higher	RH	100.0%	97.59%	N/A		
<p>The in-year collection figure is cumulative, and we remain confident that performance will continue to improve throughout the year, enabling us to achieve our 100% collection target. The 4.8% rent increase has placed additional financial pressure on tenants and, combined with delays to Universal Credit payments while annual rent verifications are being processed, has had a temporary impact on collection performance. As a result, a short-term dip in performance was anticipated. The team continues to work proactively with tenants to maximise income collection, minimise arrears, and support customers through this period of transition.</p>								
S1	Ave sick days per employee (rolling 12 months)	Lower	WJ	10.2	13.77	N/A		
<p>May's average sickness absence was 13.77 days per FTE, higher than 13.39 in May 2025.</p>								
R1 (local)	% Repairs appointments made & kept (Priority 2,3,4)	Higher	PS	97.0%	95.0%	N/A		
<p>May performance has stabilised at April levels for this indicator, representing a positive position as revised working practices become embedded across the Customer Service Centre and Business Services. Improved coordination between teams, greater use of video diagnostics, to enhance repair accuracy and reduce avoidable appointments along with continued focus on reducing duplication and managing Works in Progress (WIP) are creating a more consistent delivery model. This provides a strong foundation for sustained improvements in repair appointments made and kept.</p>								
RP02	Proportion of All Responsive Repairs (Priority 1/2/3/4) completed within the landlord's target timescale.	Higher	DS	90.0%	88.0%	N/A		
<p>This figure shows no movement from April, to May 26 at 88%. 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.</p>								
RP02.2 (P1)	Proportion of Emergency Responsive repairs (Priority 1) completed within the landlord's target timescale.	Higher	DS	100.0%	91.0%	88.0%	94.9%	98.9%
<p>Performance has decreased (only slightly) from 92% up to 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.</p>								
RP02.2 (P2)	Proportion of Urgent Responsive repairs (Priority 2) completed within the landlord's target timescale.	Higher	DS	100.0%	90.0%	N/A		
<p>Performance remains below target, with a decrease from 91% to 90%. 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.	Higher	DS	90.0%	84.0%	N/A		
<p>Performance has improved from 82% (Apr) to 84% (May) and is now falling short of the target by 6%. 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 90%. 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. Subcontractors are being used proactively, with a number of orders being identified daily, where demand exceeds internal resource.</p>								
BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	Higher	DS	100.0%	97.23%	99.8%	99.9%	100.0%
<p>We currently have 618 properties on the non-compliant list, comprising:</p> <ul style="list-style-type: none"> - 292 appointments scheduled for future dates (including 50 Gas Final appointments) - 263 cases returned by the Access & Resolution (A&R) Team due to invalid evidence, now being actively contacted by the Data Administrator to negotiate access - 23 progressing through the non-access procedure - 13 void properties awaiting the void team to cap off - 15 requiring further investigation / escalated to HPM for access support - 6 escalated to A&R and progressing toward legal action - 5 requiring evidence packs for submission to A&R - 1 classified as a Health & Safety issue preventing entry <p>Overall compliance currently stands at 97.23% (21,722 of 22,340 properties), representing a slight increase from April, yet remaining below the 100% target. While performance is generally stable, it is off-track due to ongoing access constraints, which account for the majority of non-compliant cases rather than service delivery failure.</p> <p>Mitigations remain in place, including:</p> <ul style="list-style-type: none"> - Daily access attempts across affected properties - Priority engineer visits arranged immediately once access is gained - Escalation of longstanding cases via the Access & Resolution (A&R) Team - Proactive tenant engagement led by the Data Administrator <p>NCC remains compliant with Regulation 39, with all reasonable steps being taken to gain access and progress these cases.</p>								

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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%	98.78%		N/A	
<p>There are currently 294 cases over target, including 157 recent voids awaiting certification updates in NEC and 137 occupied EICRs submitted to the Access Team but still pending confirmation, with processes requiring greater clarity - particularly where support needs are identified. Progress has also been affected by reduced planning capacity since January 2026, leading to delays in updating programme data and issuing EICR copies to residents. Work is now underway to stabilise capacity and support recovery of programme updates and communications.</p>								
RP01-NCC	% of stock that is categorised as a non-decent home	Lower	SE	0.0%	0.3%	6.7%	3.2%	1.1%
<p>At the end of May 2026, NCC's non-decency rate under the Decent Homes Standard remained low at 0.3%. Current failures are primarily driven by Criterion A (statutory minimum standard) and Criterion D (thermal comfort). Under Criterion A, there are 18 Category 1 HHSRS hazards across 17 properties, all of which are being prioritised for immediate resolution; these comprise 10 electrical hazards (largely linked to DIY alterations or damaged fittings), 6 fire-related issues involving faulty smoke alarms, and one case each relating to flames/hot surfaces and falls on stairs. In addition, there are 66 properties failing Criterion D relating to inadequate thermal comfort, which are being addressed. Asset Management is continuing to strengthen the underlying asset intelligence that supports this position through the comprehensive Stock Condition Survey (SCS) programme. As of the end of May 2026, 19,000 surveys have been completed (78.9% of stock), alongside 1,406 block surveys and 285 communal surveys, with a total of 19,803 surveys completed since May 2021, representing 82.3% of the housing stock. This data is informing prioritisation of capital investment, renewal programmes and maintenance activity, under a five-year cyclical survey approach to ensure information remains current. The remaining gap is largely due to refusal and no-access properties, which are being actively managed through the No-Access Team, with potential use of enforcement routes where required, alongside new approaches such as Voicescape to improve tenant engagement and appointment booking.</p>								
DM01	Awaab's Law: Emergency repairs investigated within 24 hours	Higher	DS	100%	94.0%		N/A	
<p>Performance reduced slightly in May to 94%, down from 100%. There were 16 emergency calls, of which 15 were attended within the required timescale. The one missed response occurred over a bank holiday weekend. Although contractor cover was in place, the out-of-hours call handler did not pass the work to the contractor in line with the agreed process.</p>								
DM02	Awaab's Law: Significant hazards investigated within 10 days	Higher	SE	100%	98.0%		N/A	
<p>Performance against the 10-day investigation target improved in May, increasing from 95% to 98%. This demonstrates continued progress towards achieving 100% completion of significant hazard investigations within 10 working days. Of the 227 inspections due in the month, 4 were completed outside target timescales because access could not be obtained within the required period. We are working with IT to improve the performance reporting tool so that No Access properties are accurately reflected. We are also reviewing current processes to identify and address potential issues earlier. The additional Triage Officer resource is already supporting improvements in the inspection process. Where access was gained, all inspections were completed within the 10-day target, achieving 100% compliance.</p>								
DM04	Awaab's Law: Works started within 12-week long-stop	Higher	SE	100%	81.0%		N/A	
<p>This KPI has seen a reduction in performance due to a system process issue. Although contractors are completing works within agreed targets, the reporting system (TM) does not register jobs as complete until the final invoice stage is updated. This stage is currently not accessible within the contractor module, leading to delays in closures being reflected in performance data. We are working closely with IT to resolve this issue and aim to ensure accurate reporting is achieved in next month's results.</p>								
CH01-NCC	Number of Stage 1 complaints relative to the size of the landlord (per 1,000 properties)	Lower	PS	40.0	47.2	28.60	44.80	64.20
<p>Stage 1 complaint volumes decreased in May as expected, with the previous spike being the result of seasonal variation and (potentially) implementation of new systems. Volumes have returned to previous levels with reduction of complaints through response to learning outcomes remaining the focus moving forward.</p>								
CH01b-NCC	Number of Stage 2 complaints received (per 1,000 properties)	Lower	PS	7.0	8.90	4.80	7.60	11.70
<p>Stage 2 requests remain relatively high, with around 1 Stage 2 request for every Stage 1 request in May. Focus remains on ensuring we do what we say we will at Stage 1 to reduce escalations for incomplete work, while we continue to work with all areas on improving complaint responses to attempt to mitigate escalations based on dissatisfaction with outcomes.</p>								
TSMWIP-LEG	No. current live Disrepair cases awaiting settlement or closure	Lower	SE	To reduce	352		N/A	
<p>Disrepair Update – Summary of Current Position The latest disrepair position shows steady progress. Notable improvements include: Total live cases is at 366 which is the lowest number in 3 years reducing from 386 = 5.18% reduction. Cases over 12 months have also decreased from 64 down to 61 , Areas to improve are the referred and non access which has increased to 208 cases. Planned and Maintenance team have made this their priority to reduce and have arranged a meeting to go through all 208 referred cases and resolve the queries to progress increase the numbers back in to works with United Living. Cases Requiring Works (144 total): 2- awaiting coding; 74 – Work in progress; 27– Works arranged; 23 – To be booked; 17 – Awaiting asbestos report; 1- Awaiting Damp, Mould & Condensation Survey Referred Cases (208): Unable to contact - 98; Pending decant - 5; Resident refusal - 19; Further instruction required - 86 Over 12 months (61) Work in progress; 42 -Works arranged; 8- To be booked; 11 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.</p>								
TSMWIP-DMC	Total number of Live tenant reported Damp and Mould cases with remedial works outstanding	Lower	SE	To reduce	104		N/A	
<p>Live cases have reduced by 35.04% (from 161 to 104), demonstrating continued progress in clearing legacy Damp & Mould (D&M) cases. Access remains the primary constraint to completing works, with 43% of live cases currently stalled at the no-access stage. The Planned & Replacements team have moved across to Asset Management and have assumed responsibility for managing contractor delivery. The team's focus is on driving performance, accelerating the clearance of legacy D&M cases and ensuring full compliance with the stringent performance requirements set out under Awaab's Law. Ongoing quality assurance reviews continue to identify and remove duplicate legacy cases, ensuring that all open cases meet Awaab's Law standards and accurately reflect current risk and status.</p>								