

Nottingham City Council Housing Services Exceptions Overall Balanced Scorecard Report - August 2026										
Ref.	Performance Indicator	Good Perf. Is	Resp. Person	26/27 Target	Jun-26	Jul-26	Aug-26	24/25 RSH Lower Quartile	24/25 Landlord Median	24/25 RSH Upper Quartile
S1	Ave sick days per employee (rolling 12 months)	Lower	WJ	10.2	13.99	14.00	13.87	N/A		
Awaiting commentary										
R1 (local)	% Repairs appointments made & kept (Priority 2,3,4)	Higher	PS	97.0%	95.0%	95.0%	95.0%	N/A		
4536 in time - 229 out of timescale. Overall appointments made and kept performance continues to perform strongly at 95%, only marginally below the 97% target. The principal area of opportunity relates to Priority 3 repairs, where longer completion timescales require appointments to be arranged further in advance, increasing the potential impact of changing resident circumstances, access issues, and operational rescheduling compared with Priority 1, 2, and 4 repairs.										
RP02.2 (Priority 1)	Proportion of Emergency Responsive repairs (Priority 1) completed within the landlord's target timescale.	Higher	DS	100.0%	91.0%	91.0%	95.1%	88.0%	94.9%	98.9%
Not Meeting Target: Priority 1 emergency repairs completed within target improved to 95% in August, up from 91% in July, but remains below the 100% target. Protected capacity for Priority 1 and 2 work, responsive scheduling and improved oversight through Total Mobile have supported the increase. Failure cases will continue to be reviewed to address avoidable delays and strengthen emergency response performance.										
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%	82%	85%	85%	75.7%	84.0%	90.8%
Not Meeting Target: Non-emergency repairs completed within target were broadly stable at 85% in August, compared with 84.9% in July, and remain 5 percentage points below the 90% target. Priority 3 performance continues to be the main area requiring improvement. The service will maintain its focus on reducing aged work, prioritising jobs approaching target, using subcontractor capacity effectively and strengthening work in progress management.										
RP02.2 (Priority 2)	Proportion of Urgent Responsive repairs (Priority 2) completed within the landlord's target timescale.	Higher	DS	100.0%	89.0%	90.0%	93.0%	N/A		
Not Meeting Target: Priority 2 urgent repairs completed within target improved to 93% in August, up from 90% in July, but remain below the 100% target. Protected capacity for higher-priority work, effective scheduling and active operational oversight have supported the improvement. Missed-target cases will continue to be reviewed to identify recurring causes and support further progress.										
RP02.2 (Priority 3)	Proportion of Non-Urgent Responsive repairs (Priority 3) completed within the landlord's target timescale.	Higher	DS	90.0%	76.0%	79.0%	80.0%	N/A		
Not Meeting Target: Priority 3 non-urgent repairs completed within target improved to 80% in August, up from 79% in July, but remain 10 percentage points below the 90% target. Performance continues to be affected by the completion and closure of older out-of-target work. The service will focus on reducing aged repairs, strengthening scheduling and diagnosis, and improving first-time fix performance to move towards target.										
ALL ART	Ave Re-let time for all properties (GN & SLD) - Year to date	Lower	DS	42.00	46.88	47.04	47.17	N/A		
August performance closed at 47.17 days, compared to 47.04 days in July. Whilst performance remained broadly in line with the previous month, average turnaround times continued to be impacted by the complexity and volume of works progressing through the void pipeline. The service also continued to manage a significant number of Major/Capital works cases, which, although excluded from KPI reporting, require substantial management oversight, contractor resource, and coordination. This ongoing demand has reduced overall operational capacity and continued to place additional pressure on the Voids Service, contributing to the sustained level of average relet times.										
BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	Higher	DS	100.0%	97.79%	97.62%	98.07%	99.8%	99.9%	100.0%
There are currently 463 non-compliant properties, broken down as follows: • 302 have future appointments booked, including 194 Gas Final appointments. • 39 are progressing through the non-access procedure. • 22 are void properties awaiting capping-off works by the Void Team. • 19 require further investigation or have been escalated to the HPM for support in securing access. • 81 have been escalated to the Access & Resolution (A&R) team. Overall compliance stands at 98.07%, with 23,465 of 23,928 properties compliant. Whilst this remains below the corporate target of 100%, all outstanding non-compliant properties are attributable to access-related issues rather than service delivery failures, with 302 properties already scheduled for future appointments and the remaining cases progressing through established access and escalation processes. To minimise risk and drive compliance, the following measures remain in place: • Daily access attempts at affected properties. • Immediate prioritisation of engineer attendance where access is gained. • Escalation of long-running cases through the A&R team. • Proactive tenant engagement and access negotiations led by the Data Administrator. NCC remains compliant with Regulation 39, with all reasonable steps continuing to be taken to secure access and progress outstanding cases to completion.										
EICR001-NCC	Dwellings with a satisfactory Electrical Installation Condition Report (EICR) in last five years (with P1/P2 completed)	Higher	SE	100.0%	98.42%	98.09%	97.98%	N/A		
Contractor capacity continues to be stretched across both the domestic and communal Electrical Installation Condition Report (EICR) programmes due to the annual peak in inspection activity. The communal EICR programme remains on track for completion by the end of September, after which resources will be redeployed to support delivery of the domestic programme and reduce the current backlog. There are currently 459 properties exceeding target timescales, comprising: • 249 occupied properties, of which: • 35 cases are under management by the Tenancy and Estate Management team. • 48 cases are awaiting legal intervention or support. • 166 cases are progressing through the access process. • 210 void properties, which are awaiting evidence of completion and final validation. This remains a key area of focus, with activity continuing to secure access, complete outstanding works, and validate completed cases to reduce the overall out of date EICRs.										
FIRE006c-NCC	Overdue Low Risk Fire Risk Assessments Actions	Lower	SE	0	0	5	5	N/A		
Higher-Rise Building action One Higher-Risk Building (HRB) action remains outstanding. This relates to the removal of polystyrene ceiling tiles from an electrical service cupboard to improve fire safety by maintaining appropriate separation between potential ignition sources and combustible materials. Access arrangements are complex and require coordination with the contractor. We are working with United Living to confirm the required works and await a quotation, which is expected week commencing Monday 21 September. A start date will be confirmed once the quotation has been received and reviewed. Low-Rise Building Actions Four actions relate to chipped or damaged concrete steps, which present a potential slip, trip and fall hazard. Next Steps The Repairs Team is confirming a date for the remedial works. An update will be provided in the next reporting period.										

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RP01-NCC	% of stock that is categorised as a non-decent home	Lower	SE	0.0%	0.2%	0.2%	0.2%	6.7%	3.2%	1.1%
Decent Homes Standard (DHS) Compliance Position At the end of August 2026, NCCHS's non-Decency rate was 0.2%, demonstrating a high level of compliance with the Decent Homes Standard. A breakdown of the current DHS failures is provided below. Criterion A: Meets the Current Statutory Minimum Standard for Housing - There are currently 19 properties with identified Category 1 Housing Health & Safety Rating System (HHSRS) hazards. These cases are being prioritised and addressed as a matter of urgency. Hazard Breakdown: • Electrical Hazards (13 properties): Predominantly relating to damaged or unsafe electrical components, including DIY electrical alterations, defective sockets and faulty light fittings. • Fire Safety Hazards (6 properties): Primarily due to damaged or non-functioning smoke alarms. Criterion D: Provides a Reasonable Degree of Thermal Comfort - There are currently 35 properties failing this criterion due to thermal comfort deficiencies. Remedial Action All identified failures are included within the 2026/27 investment programme and will be remedied through planned improvement works. Completion of these works remains subject to access being granted to enable the necessary inspections and installations to be undertaken. Summary w+CG39ith a non-Decency rate of just 0.2%, the Authority's housing stock remains substantially compliant with the Decent Homes Standard. The remaining failures have been identified, programmed for resolution and are being actively managed through the current year's investment programme.										
DM02	Awaab's Law: Significant hazards investigated within 10 days	Higher	SE	100%	98.0%	99.0%	97.2%	N/A		
Performance position: Performance against the 10-day investigation target reduced slightly in August, from 99% to 97%. This reduction was linked to access issues rather than delays where appointments could be arranged within the required timeframe. Inspection activity and access: During the month, 217 inspections were due, with six completed outside the target timescale. In all six cases, tenants requested appointments beyond the 10-day target period. Where access was available and appointments could be arranged within the required timeframe, all inspections were completed on time. The average time taken to attend an inspection in August was 5.6 days, with an in-year average of 6.2 days. This demonstrates the team's continued focus on responding promptly to potential hazards and completing required surveys within the 10-day target where access is gained. Improvement actions: Work is continuing with IT colleagues to review processes and identify cases that may be at risk of delay at an earlier stage. This will support more proactive intervention and strengthen performance management. In parallel, a dedicated project team is progressing preparations for Awaab's Law Phase 2. This includes ensuring the necessary survey arrangements are in place and developing a robust suite of performance indicators to monitor compliance and service delivery effectively. Summary: Overall, performance remains strong. Compliance levels continue to be high, and further improvements are being implemented to support future legislative requirements.										
DM04	Awaab's Law: Works started within 12-week long-stop	Higher	SE	100%	90.0%	65.0%	92.7%	N/A		
Current Performance Position: Performance remains below the required standard; however, a review of the 14 cases recorded as outside target, which resulted in an August score of 93%, identified a data processing issue affecting this indicator. Data Recording Issue: All 14 cases were incorrectly recorded because TotalMobile (TM) used the completion date as the physical start date. The system does not allow retrospective correction of these records, so the issue cannot be amended in the current reporting period. Next Steps • Implement the revised reporting approach in readiness for Phase 2. • Ensure future reporting distinguishes clearly between works started and works completed										
CH01-NCC	Number of Stage 1 complaints relative to the size of the landlord (per 1,000 properties)	Lower	PS	40.0	46.2	47.3	49.4	64.20	44.80	28.60
The increase in this figure relates partially to an increase in complaint volumes compared to last August (83 in August 2025 and 126 in August 2026) but also due to a reduction in the number of properties which is now reported at 24,022. The figures are still in line with the Housing Ombudsman (HO) Code guidelines for landlords with stock volumes such as ours and in the recent bulletin the HO reported that landlords were across the board seeing an increase in number of complaints being logged by tenants as they are more aware of processes and accessibility around being dissatisfied.										
CH01b-NCC	Number of Stage 2 complaints received (per 1,000 properties)	Lower	PS	7.0	9.60	10.01	10.20	11.70	7.60	4.80
22 Stage 2 requests were logged in August 2026, compared to 19 in August 2025, accounting for this slight increase. This is a marginal increase and will be closely monitored to ensure where possible complaints are fully resolved at Stage 1 with customers to prevent necessity for any escalations needed.										
TSMWIP-LEG	No. current live Disrepair cases awaiting settlement or closure	Lower	SE	To reduce	338	247	280	N/A		
Overall, the disrepair position continues to improve, with live cases reducing from 343 to 274, reflecting progress in addressing outstanding repairs and referred cases. Within the 155 cases currently requiring works, there's a reduction in 0-1 month cases (69 to 28) with works falling into the 1-3 month cases increasing to (70 from 32) is largely due to the amount of referred jobs being reviewed and returned from NCC to United Living for action in the previous month. Encouragingly, cases aged 3-6 months reduced from 16 to 8, while cases over 12 months old more slightly dropping from 22 to 21. Of these 21 cases, 14 are in progress, 4 have works arranged and 3 are awaiting appointment dates. The increase in 6-12 month cases (17 to 28) remains an area of focus. Significant progress had been made in reducing referred works back to NCC, with cases reducing from 208 to 91 however this has increased up to 125 and are being addressed as a priority. Of the referred cases, 55 are awaiting resident contact(no-access), 18 involve resident refusals, 2 are pending decant, and 50 require further instructions. Priorities for the coming month include dealing with referred cases, progressing any outstanding surveys and works, preventing cases from ageing into the 12-month-plus category, and minimising legal costs through the timely resolution of claims. Overall, progress remains positive, particularly in reducing older cases and referred works, with continued focus on sustaining this improvement.										
TSMWIP-DMC	Total number of Live tenant reported Damp and Mould cases with remedial works outstanding	Lower	SE	To reduce	83	71	67	N/A		
The number of live damp and mould cases reduced from 71 in July to 67 in August, representing a 5.6% decrease. Whilst this reflects a modest improvement and demonstrates that the overall position is moving in the right direction, the volume of open cases remains an area requiring continued management attention. The principal factor affecting performance continues to be property access. Nearly 60% of live cases are currently at the third no-access stage, preventing inspections, remedial works and case closure. As a result, access constraints remain the most significant barrier to improving performance and reducing the remaining caseload. The reduction achieved during August reflects the ongoing efforts of the Planned & Replacements Team (PRT) and delivery contractors to progress outstanding repairs and close older cases. No significant performance spikes or emerging trends were identified during the month; however, access issues continue to affect the rate at which cases can be resolved. Actions and Next Steps: To address this, the PRT will continue to work closely with the Access Team to secure appointments for properties where access difficulties have delayed works. This will remain a key operational priority throughout September, with progress monitored through regular live case review meetings. In addition, quality assurance activity will continue to identify and remove any duplicate, historic or outdated records to ensure the reported live caseload accurately reflects current cases and associated risk. Performance will be monitored through monthly reporting to assess whether the downward trend in live cases can be sustained over the coming months.										