

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

Ref.	Performance Indicator	Resp. Person	25/26 Target	26/27 Target	Apr-26	24/25 RSH Lower Quartile	24/25 Landlord Median	24/25 RSH Upper Quartile
S1	Ave sick days per employee (rolling 12 months)	SG	10.2	10.2	13.76		N/A	
<p>April's average sickness absence was 13.76 days per FTE, higher than 13.36 in April 2025. Absence remains above target, largely due to long-term sickness, including several serious health conditions (e.g. cancer, investigations and surgery). The longest absences are being actively managed, with Final Absence Review reports underway to progress cases to Stage 3 where appropriate. Short-term absence continues to be monitored, with interventions such as Occupational Health support provided as needed.</p>								
R1 (local)	% Repairs appointments made & kept (Priority 2,3,4)	PS	97.0%	97.0%	95.0%		N/A	
<p>April performance continues the improving trajectory in this area, reflecting the embedding of updated working practices across both the Customer Service Centre and Business Services teams. Stronger coordination between teams, more effective use of video diagnosis to improve repair accuracy and avoid unnecessary appointments, and continued focus on reducing duplication and managing WIP are all contributing to steadily better outcomes for repairs appointments made and kept.</p>								
RP02	Proportion of All Responsive Repairs (Priority 1/2/3/4) completed within the landlord's target timescale.	DS	87.0%	90.0%	88.0%		N/A	
<p>Not Meeting 26/27 Target: Although this month's performance would have met the 25/26 target, it falls 2% below the 26/27 target. However, it does represent a 1% improvement on the March 2026 figure, bringing performance to 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.	DS	100.0%	100.0%	92.0%	88.0%	94.9%	98.9%
<p>Not Meeting Target: Performance has increased (only slightly) from 90% up to 92%. 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.	DS	100.0%	100.0%	91.0%		N/A	
<p>Not Meeting Target: Performance remains below target, with an increase from 90% to 91%. 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.	DS	85.0%	90.0%	82.0%		N/A	
<p>Meeting Target: Monthly performance has increased slightly further. Performance has improved from 81% (Mar) to 82% (Apr). 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 Work In Progress (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>								
ALL ART	Ave Re-let time for all properties (GN & SLD) - Year to date	DS	42.00	42.00	45.23		N/A	
<p>Performance in April increased to 45.23 days, up from 40.32 days in March. The March figure had benefited from clearing several long-term voids, whereas April reflects a more typical operating position for the month. A total of 105 empty properties were re-let during this period with approx. two thirds of these voids (67) classified as Major / Capital works. While these are excluded from the KPI, their volume will obviously impact all voids activities.</p>								
BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	DS	100.0%	100.0%	97.15%	99.8%	99.9%	100.0%
<p>The 97.15% performance (21,743 of 22,381 properties) represents a slight reduction compared to March and is below the 100% target. The position is stable but off-track due to ongoing non-access cases, with 638 properties non-compliant as a result of access issues rather than service failure. Daily access attempts continue, with priority engineer visits on gaining entry and escalation of long-standing cases through the Access and Resolution Team. NCC remains compliant with Regulation 39, with all reasonable steps being taken to gain access.</p>								
EICR001-NCC	Dwellings with a satisfactory Electrical Installation Condition Report (EICR) in last five years (with P1/P2 completed)	DS	100.0%	100.0%	98.95%		N/A	
<p>There are currently 254 properties over target, 126 are occupied and 128 are recent voids. The increase in recorded Electrical Installation Condition Reports (EICR) non-compliance is due to data transfer issues between the C365 and NEC recording systems - a data cleaning exercise has been completed within NEC. All over-target EICRs are progressing well, with the Access Team continuing to gain entry to hard-to-access properties. Since 5 January 2026, circa. 50 previously inaccessible EICRs have been completed. However, this has been offset by 50 EICRs becoming over target in the same period. We expect a significant reduction in compliance over the next 6 - 8 weeks as over-target and due EICRs progressing to Legal through the Access Team. Only one property requires data, and just 11 properties have EICRs older than 10 years - representing a major achievement.</p>								

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RP01-NCC	% of stock that is categorised as a non-decent home	SE	0.0%	0.0%	0.3%	1.1%	3.2%	6.7%
<p>NCC non-Decency figure was 0.3% (83 out of 24,086 properties) at the end of April 26. A breakdown of Decent Homes Standard (DHS) failures across the four criteria of the DHS is shown below: Criterion A: It meets the current statutory minimum standard for housing, and we currently have 20 Housing Health & Safety Rating System (HHSRS) Category 1 failures across 19 properties which are being immediately addressed - • Electrical Hazards - 11, Mainly due to DIY or broken socket, light fittings • Fire (Damaged Smoke Alarms) - 6 • Flames and Hot Surfaces - 3 Criterion D: It provides a reasonable degree of thermal comfort - 65 Failures</p>								
DM02	Awaab's Law: Significant hazards investigated within 10 days	SE	100.0%	100.0%	95.0%		N/A	
<p>Performance against the 10-day investigation target has improved in April, rising by 5% from 90% to 95%, demonstrating positive progress towards the 100% target. We continue to work closely with IT to enhance the performance reporting tool and are reviewing current processes to ensure that potential issues are identified and addressed at an early stage. Additional resource has been introduced, including the recruitment of a Triage Officer, to ensure the service is appropriately resourced to manage ongoing demand and meet performance expectations. Further improvements are anticipated in May, with a trajectory towards achieving full compliance by the end of June.</p>								
CH01-NCC	Number of Stage 1 complaints relative to the size of the landlord (per 1,000 properties)	PS	55.0	40.0	47.2	28.60	44.80	64.20
<p>While there has been a recent increase in complaint volumes, there are no specific trends around causes and may just be indicative of ongoing work to ensure easy and fair access to the complaints procedure, which is actively encouraged by the Housing Ombudsman. Ongoing monthly stats will indicate whether this rise is a trend of just natural variation.</p>								
CH01b-NCC	Number of Stage 2 complaints received (per 1,000 properties)	PS	7.0	7.0	9.60	4.80	7.60	11.70
<p>There has been a recent increase in Stage 2 escalation requests, but this is in line with the overall increase in complaint volumes rather than a specific issue with Stage 2 matters. We continue to work with service areas to encourage better resolution of matters at Stage 1 to reduce the demand for escalations.</p>								
TSMWIP-LEG	No. current live Disrepair cases awaiting settlement or closure	SE	To reduce	To reduce	371		N/A	
<p>The latest disrepair position shows steady progress. Notable improvements include: Total cases with works reduced from 429 to 356 - a 14% reduction. Cases over 12 months have also decreased from 134 down to 73 = a 17% decrease. Areas to improve are the referred and non access which stands at 158 cases. Cases Requiring Works (165 total): 14- awaiting coding; 86 - Work in progress; 33 - Works arranged; 20 - To be booked; 11 - Awaiting asbestos report; 1 - Awaiting DMC Survey Referred Cases (206 total): Unable to contact - 38; Pending decant - 5; Resident refusal - 19; Further instruction required - 95; Door knock Booked -10; Door knock Failed No access- 39 Key Priorities: - Resolving the oldest cases (12 months+) last month these have reduced due to the works done on clearing the referred back from Legal to United Living - 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	To reduce	161		N/A	
<p>Live cases have reduced by 14.62% (from 212 to 181), demonstrating continued progress in clearing legacy Damp & Mould (D&M) cases. Access remains the primary constraint to completing works, with approximately one third 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>								