

Nottingham City Council Housing Services

Exceptions Overall Balanced Scorecard Report - September 2025

Ref.	Performance indicator	Resp. Person	25/26 Target	Sep-25
Sick	Ave sick days per employee (rolling 12 months)	ML	10.2	13.95

September's 13.95 average days sick per fulltime equivalent is better than the 14.3 for September 2024 and is the first time since March where there has been a monthly improvement.

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 eg cancer / cancer investigations and operations. The longest absentees are being addressed and a number of Final Absence Review reports are being complied 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	% Repairs appointments made & kept (Priority 2,3,4)	DS	97.00%	93.30%
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Data captured 15/10/25.

September's performance has dropped slightly to 93.3% compared to 93.76% in August – the target is 97%. It is worth noting that current performance levels are considered to be upper quartile performance, when considering peers in our sector.

TP02	Satisfaction with Repairs	DS	67.0%	65.0%
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Satisfaction with repairs has decreased by one percentage point to 65% compared to the previous quarter and slightly below the new target of 67%. While this reduction is currently being investigated, the remaining performance indicators show positive trends. In September, there were improvements in the number of repairs completed on time, and complaints have also decreased.

Customer satisfaction (CSAT) feedback is thoroughly reviewed. Every piece of feedback received is analysed, and any concerns raised are investigated and acted upon.

RP02(1)	Proportion of All Responsive Repairs (Priority 1/2/3/4) completed within the landlord's target timescale.	DS	87.0%	86.0%
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Data captured 15/10/25.

Performance has increased to 21.32 days compared to 15.58 days in August; however, this is still significantly under the target. The yearly average for completed works orders for this is 28.97 days.

RP02.2 (P1)	Proportion of Emergency Responsive repairs (Priority 1) completed within the landlord's target timescale.	DS	100.0%	89.0%
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Data captured 15/10/25.

The number of emergency orders received has increased by 155 during September. Despite fewer orders being raised overall, the number of jobs completed has risen. However, performance still falls short of the target.

The Total Mobile (TM) Project team is currently planning the transition from manual processes to automated systems for dispatching, capturing, and processing out-of-hours emergencies. This change will enable real-time closure of orders within TM. Discussions are ongoing with Nottingham on Call (NOC) to confirm implementation dates.

To meet the rising demand for heating and electrical emergencies—particularly as we approach winter and experience reduced daylight—subcontractors will be used more frequently. Additionally, resources will be redeployed from other workstreams, such as installations, to maximise capacity for emergency repairs.

Ref.	Performance indicator	Resp. Person	25/26 Target	Sep-25
RP02.2 (P2) NEW	Proportion of Urgent Responsive repairs (Priority 2) completed within the landlord's target timescale.	DS	100.0%	62.0%

Data captured 15/10/25.

With the introduction of the new measure for 7-day priority orders, we are currently 5.6% above the threshold considered good practice for the proportion of repairs raised under this category. Priority 2 (P2) orders are typically assigned to default teams designated for emergency response. Given the volume of P2s being raised, it is clear that a review of resource allocation is necessary.

Throughout the month, we've seen an increase in heating-related calls as we move into the colder season. Existing teams have been managing this increased demand.

For October, as heating priorities shift to focus on customers without heat or hot water, subcontractors are being mobilised to support the Direct Labour Organisation (DLO). In addition, installation teams are being considered for redeployment to increase the number of engineers available for breakdowns, as part of our routine seasonal planning.

Subcontractors will also be engaged for electrical repairs, particularly where internal capacity may not meet rising demand.

TEM4	Rent Loss due to Voids	DS	1.90%	2.40%
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Void Rent loss has increased, which is inline with overall numbers of lettable voids remaining at a very high level, and may increase as more properties are let as we work through the back log of properties. Work to improve our performance continues and has seen results with a reduced the numbers of properties in works compared to the previous month. The Voids team has delivered more properties to ready to let in this period than the number of new voids that have entered the system. We have worked with our existing contractors to deliver an increased number of properties each week over the month, with a rising target on a week by week basis agreed. They have achieved the targeted numbers of properties on a regular basis this month, and are on track to continue this trend up to the maximum agreed numbers in October. We are also engaging with new contractors to further increase our capacity to deliver works in the future, but this is in the initial phases of procuring and agreeing contracts and after this there will be a mobilisation period too, before additional properties on this stream are delivered.

ALL ART	Ave Re-let time for all properties (GN & SLD) - Year to date	DS	42.00	43.33
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Performance this month is exceeding the newly revised target, and is linked to the letting of properties that have been in the system for some time. As we continue to deliver more properties and reduce the number of voids, especially the oldest voids, there could be more volatility in this measure as a result.

TP06	Satisfaction that the landlord listens to tenant views and acts upon them	ML	53.0%	51.0%
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Tenant satisfaction remains at 51% for the second quarter, which is 2% below the new target of 53%.

Housing Services continues to place the tenant's voice at the heart of service improvement and development. This is achieved through the delivery of the Framework for Involvement and Influence, feedback via Comments, Compliments, and Complaints (3Cs), and other channels. All service areas are actively recording and reporting the outputs and outcomes of tenant feedback, providing clear evidence of its impact.

To shift perceptions over time, we must improve how we communicate back to residents—showing them how their feedback has led to action. It's essential to clearly share what we've done, what's changed, and what's improved.

The Heads of Customer Experience, Communications & Marketing and Tenant & Leaseholder Involvement will work collaboratively over the coming weeks to draw up a meaningful plan to ensure that effective communication across digital and non-digital channels is utilised, highlighting the "So What"—the tangible outcomes from tenant feedback.

TP11	Satisfied that the landlord makes a positive contribution to the neighbourhood	KS	63.0%	61.0%
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September results show no change in current satisfaction. The community spaces continue to be managed by NCC Green Space team. We work closely with this team to provide improvements to the service. Estate Management Assistants are visiting all sites across the city to ensure the areas are safe for our residents. This service has been extended to include identifying possible improvements and tackling untidy gardens.

We have seen an increase in fly tipping across the city following changes to wider council services. There are targeted actions to improve neighbourhood appearance, including a free bulky waste collection trial for Council tenants from October and robust street inspections undertaken by Estate Management Assistants whose role it is to tackle routine estate issues quickly and effectively.

Ref.	Performance indicator	Resp. Person	25/26 Target	Sep-25
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour	KS	66.0%	63.0%

Tenant satisfaction with the landlord's approach to anti-social behaviour (ASB) in Q2 2025/26 stands at 63%, reflecting a slight improvement from Q1, though still just below the target. Analysis of Tenant Satisfaction Measures (TSM) responses suggests that environmental factors, such as fly tipping, bin issues, grounds maintenance, and untidy gardens may be contributing to lower satisfaction levels. There are also notable disparities among specific demographic groups, including disabled tenants, younger residents, and some ethnic minorities. Additionally, 263 respondents selected "don't know," indicating limited awareness or engagement with ASB-related services. There are targeted actions to improve neighbourhood appearance, including a free bulky waste collection trial for Council tenants from October and robust street inspections undertaken by Estate Management Assistants whose role it is to tackle routine estate issues quickly and effectively.

We will enhance communication around ASB outcomes how feedback has led to action, and we will actively explore ways to better engage underrepresented groups in the service.

A joint meeting between Tenancy & Estate Management, Safer Neighbourhood and Estates, and Caretaking teams is scheduled to agree further actions, including localised plans for areas with lower levels of satisfaction.

BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	DS	100.0%	99.07%
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Update as at 1st October:

There are currently 196 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):

- 431 LBAs sent out in total
- 156 LBAs remain live, with ongoing engagement
- 275 properties (63.8%) have granted access following receipt of the LBA

While overall access rates remain below target, NCC are compliant with Regulation 39 compliance as all obligations are fulfilled for all reasonable access attempts and audit trails.

Recruitment to the new Access and Resolution Team has now commenced with interviews scheduled for mid-November. The team will manage properties with persistent access issues. Progression to the injunction stage remains paused pending the team becoming operational.

EICR001-NCC	Dwellings with a satisfactory Electrical Installation Condition Report (EICR) in last five years (with P1/P2 completed)	SS	100.0%	99.41%
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The latest housing stock report shows 144 properties currently over target. Of these, 111 occupied properties fall under the Electrical Installation Condition Report (EICR) programme - 97 will require support from the Access and Resolution Team once it is operational - recruitment has now commenced with interviews scheduled for mid-November.

Additionally, 33 properties currently over target have been either recently void or void within the last four years. Responsibility for electrical certification in void properties lies with the Head of Service (HoS) and the Qualified Supervisor (QS) team within Mechanical and Electrical (M&E). It is essential that all EICRs and Electrical Installation Certificates (EICs) completed during void periods are uploaded to C365, the compliance management system, by the Electrical Qualified Supervisor team.

This process will become especially critical from November, due to upcoming legislative changes requiring social landlords to provide all new tenants with a copy of the EICR and a summary report.

C6 (FIRE006c-NCC)	Overdue Low Risk Fire Risk Assessments Actions	SS	0	1
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We actively deal with historical Low risk actions with only one now to be completed by United Living in October. This is a major success as there was a peak of 483 outstanding in July 2024.

Ref.	Performance indicator	Resp. Person	25/26 Target	Sep-25
RP01-NCC	% of stock that is categorised as a non-decent home	SE	0.0%	0.60%

As of the end of September 2025, Nottingham City Council's non-Decency figure stands at 0.6% (144 / 24,264 properties), significantly outperforming the national average of 10% for social housing. This reflects our strong commitment to maintaining high standards and delivering safe, comfortable homes for tenants.

A detailed breakdown of Decent Homes Standard (DHS) failures across the four criteria provides transparency and helps the Regulator understand the nature of non-compliance:

Criterion A – Statutory Minimum Standard (124 properties failed): Damp and Mould: 6, CO Detector (Tenant Damage): 5, Domestic Hygiene, Pests: 1 Electrical Hazards (DIY/Broken Fixtures): 59, Fire (Damaged Smoke Alarms): 55, Flames and Hot Surfaces: 1, Structural Works: 2
 Criterion B – Reasonable State of Repair: Kitchen: 1, Bathroom: 4
 Criterion D – Thermal Comfort: 21 failures

These issues are being actively addressed through our Stock Condition Survey (SCS) programme, which has now completed 17,379 surveys, covering 70.6% of the housing stock. Additionally, 1,323 block surveys (81%) and 277 communal surveys (89%) have been carried out. This data is being integrated into NEC recording systems to support early identification of investment needs and inform the Housing Revenue Account (HRA) Investment Plan.

Progress remains on track, with the cumulative target of 17,128 surveys met and exceeded. To date, 19,187 SCS have been completed since September 2020, representing 78.9% of the social housing stock. The goal is to ensure all homes receive a new external SCS by March 2026, conducted by an independent specialist.

The programme's 'green' RAG status confirms strong performance and boosts stakeholder confidence. Maintaining this pace will be key to ensuring timely delivery of outcomes and continued compliance with decency standards.

TP08	Agreement that the landlord treats tenants fairly and with respect	PS	78.0%	74.0%
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A 1% increase in satisfaction compared to Q1 25/26, and our highest performing score overall. The equitable outcome analysis that is currently underway, starting with a deeper understanding of what complaints data is telling us, allied with the brand new implementation of outbound calling dissatisfied tenants from Q1 25/26 surveys to collate more specific feedback should help to identify exactly where we are not doing a great job/ergo, our opportunities to be better.

CH02-NCC	Stage 1 complaints responded to within the timescale	PS	99.0%	95.7%
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As per last month's commentary, issues with Compliance (United Living) have impacted performance, with 4 complaints answered out of target. These issues have already been addressed with the support of the relevant Assistant Director with improvements expected throughout October and further into Q3. All other service areas continue to see 100% performance.

CH01b-NCC	Number of Stage 2 complaints received (per 1,000 properties)	PS	7.0	7.10
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Volumes appear to have dropped, but at this stage it is too soon to tell whether this is a trend/improvement or just natural variation. The full quarter 2 report will feature full details of changes made by service areas to reduce Stage 2 escalations, while future monitoring will identify if this is the beginning of a trend of improvement.

TP03	Satisfaction with time taken to complete recent repair	DS	61.0%	57.0%
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Satisfaction with the time taken to complete recent repairs remains at 57%, consistent with Q1. The new target has been set at 61%. When comparing this with our transactional Customer Satisfaction (CSAT) and complaints data, satisfaction levels are higher than those recorded in the Tenant Satisfaction Measures (TSM) performance indicators. All feedback received is thoroughly analysed and any concerns identified are promptly investigated and addressed.

Ref.	Performance indicator	Resp. Person	25/26 Target	Sep-25
TP05	Satisfaction that the home is safe	SS	77.0%	73.0%

Satisfaction stands at 73%, down 1% from June 2025. While overall performance remains stable, the slight dip may reflect ongoing concerns about repairs and safety communication. The Fire Risk Assessment (FRA) tender evaluation currently underway demonstrates NCC's continued focus on strengthening compliance and resident safety. Once new arrangements are in place, improved visibility of safety checks and timely follow-up on remedial actions should help reinforce tenant confidence, satisfaction and support future improvements.

TSMWIP-LEG	No. current live Disrepair cases awaiting settlement or closure	SS	To reduce	527
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As of the end of September, the number of live disrepair cases awaiting settlement or closure rose slightly to 527, up from 508 in August. During the month, 42 new claims were received, which aligns with the typical monthly volume seen throughout the year. The number of cases with works in progress or awaiting closure remained stable at 585. These are managed by United Living (UL) and tracked separately via the contractor performance dashboard. Of these, 58 cases have been settled, but the related repair works are still outstanding. The number of long-standing cases aged over 12 months increased from 114 in August to 126 in September, indicating a modest rise in the backlog. In contrast, cases aged between 3–6 months decreased from 140 to 132, suggesting progress in resolving some mid-aged cases. So far in 2025, a total of 304 disrepair cases have been received. UL continues to work to an agreed programme, aiming to complete all over-12-month cases by the end of November.

It is important to note that disrepair cases can be reopened by residents at any time, with the original case date retained. This can lead to fluctuations in the total number of active cases reported each month.

DM1	Total number of Live tenant reported Damp and Mould cases with remedial works outstanding	SS	To reduce	735
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The total number of live D&M cases with remedial works outstanding rose slightly to 735, mainly due to improved reporting and identification of cases. However, completion volumes continue to increase, with 873 works completed this year, up from 743 in August. To manage risk, contractor capacity has been increased and access issues are being actively managed through direct tenant engagement. The overall trend remains positive, with strong progress on completions and a focus on reducing older and hard-to-access cases over the coming months.

The number of live tenant-reported Damp and Mould (D&M) properties increased from 132 in August to 203 at the end of September. Of these, 84 properties have been live for one month or less, while 11 properties are approaching six months, mainly due to access difficulties. 93 properties now have confirmed appointments booked, and 72 properties are going through the non-access process, supported by the Housing team to help gain entry and progress works.