

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

Ref.	Performance indicator	Resp. Person	Current Target	Aug-25
Sick	Ave sick days per employee (rolling 12 months)	ML	10.2	14.0

August's 14 average days sick per fulltime equivalent is better than the 14.44 for August 2024; however, since March (13.34), we have seen month-on-month increases. The Council target is 10.2 days and the current Council average is 12.9.

Absence remains a key focus for the HR team at NCC HS. The most common cause of long-term absence is mental health issues, such as stress and depression. The team collaborates with the Wellbeing Lead and uses the Employee Assistance Programme (EAP) to provide support. Support and signposting are provided in all cases.

We continue to address all cases of absence and we have managed to exit some of our longest absentees. As part of the Stage 3 process, we have a number of people who are either at review, have one in the diary or they are soon to be arranged.

R1	Responsive Repair appointments kept	DS	97.00%	93.76%
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Priority 2/3 performance in August saw an increase of 1.72 percentage points compared to July; however it is below the 97% target. For the last three months, performance averaged 93.5% compared to 97% for the first two months of the year. The dip is mainly due to sickness-related absences. We're working with an external contractor to expand resources and improve operative availability in the coming weeks.

R5COM-P1	Ave days to complete Emergency Responsive repairs (Priority 1)	DS	1	1.55
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Emergency repair times have increased to 1.55 days. We're reviewing both out-of-hours and in-hours processes to improve performance. Some cases narrowly missed the 24-hour target, and follow-up work was often included in the original order. While we aim for right-first-time repairs, the emergency service is designed to attend, make safe, and then schedule any necessary follow-on work.

RP02.2 (P1)	Proportion of Emergency responsive repairs (Priority 1) completed within the landlord's target timescale.	DS	100.0%	81.64%
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Priority 1 performance dipped to 81.64% in August (down 0.86 points compared to July), with 83.2% completed on time over 3 months - below the 100% target. We're reviewing processes to improve emergency response. Some delays were minimal (missed the 24-hour deadline by minutes), and the service remains focused on attending, making safe, and scheduling follow-up work.

RP02.2 (P2)	Proportion of Non-Urgent responsive repairs (Priority 2) completed within the landlord's target timescale.	DS	75.0%	72.85%
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August's performance fell by 3.06 points from July, dropping below the 75% target. Sickness-related absences contributed to this, and work with an external contractor is underway to boost operative availability in the coming weeks.

TEM4	Rent Loss due to Voids	DS	1.80%	2.38%
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Voids rental loss has increased minimally by 0.01% this month due to the number of lettable properties within the system. The number of properties awaiting survey remains low, since the bulk of properties awaiting survey were passed to United Living for works, we have been able to continue this trend and properties awaiting survey has remained near zero. We continue to engage with United Living and they have now increased their capacity to carry out works. A firm commitment of 4 properties a week is now assured. This is being monitored closely and weekly meetings continue to take place to discuss performance. 14 properties were delivered in August. We continue to engage with other contractors to support the service where there is an ongoing procurement activity taking place.

Ref.	Performance indicator	Resp. Person	Current Target	Aug-25
BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	DS	100.0%	98.85%

Update as at 1st September:

There are currently 257 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):

- 378 LBAs sent out in total
- 192 LBAs remain live, with ongoing engagement
- 186 properties (49.21%) 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 attempt and audit trail.

NOTE: A Central Access Team is being established to manage properties with difficult access. Progression to the injunction stage is on hold until the team becomes fully operational, with delays caused by ongoing recruitment challenges. A Decision-Making Document (DDM) and an Equality Impact Assessment (EIA) were sent in June with several follow-up requests without response. On 3rd September, the DDM was resent to the HR Business Partner for Housing Services and a further follow-up email requesting an update.

EICR001-NCC	Dwellings with a satisfactory Electrical Installation Condition Report (EICR) in last five years (with P1/P2 completed)	SS	100.0%	99.48%
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There are 126 properties over target with 103 on the EICR program - this is steadily rising due to the loss of our Compliance Officer. We are currently waiting for the Job Evaluation Questionnaire for the Gas/Electrical Compliance Officer roles to be completed before recruitment can commence. There are 13 recent voids showing as over target - the joints Head of Service need to ensure that void electrical certification and data is being uploaded into C365 / NEC recording systems going forward.

C6 (FIRE006c-NCC)	Overdue Low Risk Fire Risk Assessments Actions	SS/DS	0	3
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The number of Fire Risk Assessments (FRA) has significantly reduced from its peak of 483 in July 2024 to this month's 3 - an improvement of 99.4%. From the 886 actions raised from the FRA programme, we currently have 3 historical 'low' risk issues that are over the 12 month period for completion, these are being addressed by United Living. All planned to be complete in October.

Ref.	Performance indicator	Resp. Person	Current Target	Aug-25
RP01-NCC	% of stock that is categorised as a non-decent home	SE	0.0%	0.57%

As of August 31st, the non-decency rate stands at 0.57%, representing 138 properties out of a total stock of 24,316. This is primarily due to ongoing Housing Health and Safety Rating System (HHSRS) assessments being conducted as part of the Stock Condition Surveys (SCS). We remain on track to achieve 0% non-decency by the end of the year. According to the English Housing Survey 2023–2024, published by the Ministry of Housing, Communities and Local Government in January 2025, 10% of homes in the social rented sector were classified as non-decent—significantly higher than Nottingham City Council's current rate of just 0.57%.

Stock Condition Surveys are critical for identifying addressing non decency. As of 7th September 2025, Stock Condition Surveys have been completed on 16,418 properties, covering 66.9% of the housing stock. The aim is to ensure that every home has a new, externally conducted Stock Condition Survey by an independent specialist by March 2026. The project is on track to deliver against this target. (Note since 2020, 20,291 stock condition surveys have been completed, representing 83.3% of the social housing stock. The aim of this programme is to ensure that every home has a new, externally conducted survey)

The Stock Condition Survey data is being uploaded into our housing asset management system, which allows us to:

- Forecast future investment needs more accurately.
- Spot potential issues early.
- Inform updates to the Housing Revenue Account Investment Plan, ensuring resources are directed where they're most needed.

Survey data has been used to compare original and updated assessments, providing valuable insight into the condition and expected lifespan of key building components—such as kitchens, bathrooms, windows, roofs, and heating systems. These comparisons showed only minor changes, reinforcing confidence in the accuracy of our data. This updated understanding has helped refine the projected 30-year capital investment programme, confirming that planned improvements remain financially sustainable within the Council's long-term business plan. The insight gained is directly supporting the development of a robust and affordable investment strategy designed to ensure that all of our homes meet the Government Decent Homes Standard.

CH02-NCC	Stage 1 complaints responded to within the timescale	PS	99.0%	96.4%
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There were three complaints answered out of target, all relating to United Living damp and mould works. Issues occurred following the implementation of new Assistant Directors, with management of these complaints changing and experiencing some initial problems. While these have continued into September, meaning a similar result is expected next month, the process and ownership for these complaints has been reviewed and improvements should be seen in future months. All other areas achieved 100% performance.

CH01b-NCC	Number of Stage 2 complaints received (per 1,000 properties)	PS	7.0	7.49
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There was a minimal drop in Stage 2 volumes from 7.6 complaints in July to 7.49 in August. This may be incidental and future months will indicate whether this is a new, positive trend or just natural variance. Service areas remain tasked with finding ways to reduce Stage 2 requests, as set out in Q1 report.

NM01.1-NCC	Anti-social behaviour cases relative to the size of the landlord (Cases per 1,000 properties)	KS	27.0	29.4
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The number of recorded anti-social behaviour (ASB) cases reflects our efforts to promote reporting of ASB incidents. By positively promoting the ASB service, we encourage more tenants to report ASB. Training and case supervision emphasise the importance of utilising the ASB case management system to document ASB casework accurately, ensuring that the data accurately represents service demand. It is important to recognise that the total number of ASB cases in isolation is not intended as an indicator of relative landlord performance. Case numbers are likely to be driven by a number of factors outside landlord control, as well as how effective landlords and agencies are in addressing ASB over time.

Ref.	Performance indicator	Resp. Person	Current Target	Aug-25
TSMWIP-LEG	No. current live Disrepair cases awaiting settlement or closure	SS	To reduce	508

In August, the number of unresolved live cases increased by 23, NCC received 38 new claims in August which is inline with previous months. on a positive note case with works outstanding decreased by 57 properties and properties requiring a survey decreased by 28 now standing at 41 . Long-standing cases over 12 months has seen a slight increase of 11 cases currently at 114. Contractor United Living have been given a targeted programme of works to clear properties over 12 months before the end of November.

It's also worth noting that disrepair cases can be reopened by residents at any time, and when this happens, the original case date is retained. Therefore, while the current position reflects all known and active cases, there may be instances where closed cases re-enter the system and impact future reporting.

DM1	Total number of Live tenant reported Damp and Mould cases with remedial works outstanding	SS	To reduce	682
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In August, the number of live tenant-reported Damp & Mould remedial cases decreased from 734 to 682, reflecting positive progress. United Living contributed significantly to this reduction, completing 75 properties. In contrast, Lovells saw an increase of 23 properties, having received 98 new cases during the month and also completing 75 properties.

There has been a rise in long-standing cases due to access issues, with those open for over 12 months increasing from 84 to 105. However, there has been encouraging movement in the 6–12-month category, which saw a reduction from 381 to 311 cases. These legacy cases continue to be actively managed by a dedicated contractor.

To accelerate progress, our Delivery Manager has implemented a targeted action plan focused on reducing the backlog and improving response times. This strategic approach is designed to ensure tenants receive timely and effective support, while enhancing overall service delivery.