

Nottingham City Council Housing Services

Exceptions Overall Balanced Scorecard Report - July 2025

Ref.	Performance indicator	Resp. Person	Current Target	Jul-25
HIM6	Rent collection (YTD figure)	RH	100.0%	97.47%

The in-year collection achieved for July is 97.47%. As this is a cumulative figure, we normally see a significant increase for in-year collection in August with the first of the two rent free weeks. The Rents Team are reviewing cases robustly to ensure income is maximised where possible. We are confident that we will achieve the 100% target for 25/26.

Sick	Ave sick days per employee (rolling 12 months)	ML	10.2	13.62
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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. Despite these challenges, overall absence levels have improved over the past year, with continued efforts to meet the target of 10.2.

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%	92.04%
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This month, the performance has declined by 2.77 percentage points, now standing at 92.04% which is below target. The continued transition to Total Mobile is expected to support improvements in this measure through enhanced jeopardy reporting and the introduction of dynamic scheduling capabilities.

R5COM-P1	Ave days to complete Emergency Responsive repairs (Priority 1)	DS	1	1.11
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When reviewing the data, we identified instances where follow-on work was completed under the original job order. This feedback has been shared with the team for awareness and action.

We are currently investigating Priority 1 jobs raised out of hours that were not issued to the standby team, resulting in immediate PI failures.

With the upcoming implementation of Total Mobile, the system will enable multiple visits to be recorded under a single main order number, which should help improve tracking and reporting.

A further discussion is needed regarding the definition of Priority 1 jobs. If a visit has been made and the issue made safe, that date should be considered the completion date. The current approach, which includes follow-on orders in the overall completion date, may not accurately reflect performance against Priority 1 targets.

RP02.2 (P1)	Proportion of Emergency responsive repairs (Priority 1) completed within the landlord's target timescale.	DS	100.0%	82.50%
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The number of emergency jobs raised has decreased by 11, resulting in a performance decline of 2.97 percentage points. While current performance is below expectations, the upcoming introduction of video technology via Total Mobile, along with the appointment of three triage officers, is expected to improve the accuracy of Priority 1 job classifications. For example, boiler repairs may benefit from remote support, such as guiding customers through repressurising boilers or locating stop taps.

Completions / Cancellations:

The transition to Total Mobile for processing Priority 1 orders took place during the week commencing 4th August. Prior to this, orders were managed through NEC Console, which required multiple scripts to close down jobs that had been attended and made safe.

TEM4	Rent Loss due to Voids	DS	1.80%	2.37%
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Voids rental loss has increased minimally by 0.02% 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. We continue to engage with contractors to support the service where there is an ongoing procurement activity taking place.

Ref.	Performance indicator	Resp. Person	Current Target	Jul-25
BS01-NCC	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	DS	100.0%	98.92%
<p>Update as at 1st August: 245 properties identified as non-compliant. A dedicated administrative resource is making daily contact attempts to gain access. Engineers have been moved to respond immediately once access is granted.</p> <p>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.</p> <p>Letters Before Action (LBAs):</p> <ul style="list-style-type: none"> - 328 LBAs sent out in total - 186 LBAs remain live, with ongoing engagement - 158 properties (45%) have granted access following receipt of the LBA <p>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.</p> <p>NOTE: A Central Access Team, is being established to manage properties with difficult access. We cannot progress to the injunction stage until this team is operational. The delay is due to recruitment challenges — a Dedicated Decision Making (DDM) and an Equality Impact Assessment (EIA) were submitted on 16 June and are still awaiting a response.</p>				
EICR001-NCC	Dwellings with a satisfactory Electrical Installation Condition Report (EICR) in last five years (with P1/P2 completed)	SS	100.0%	99.52%
<p>Currently, 99 properties are over target on the program with an additional 19 void properties requiring updates to meet the actual test date. Out of 118 over target properties, 85 are awaiting support from the Access Team once implemented. The Electrical Installation Condition Report (EICR) team has exhausted all standard access methods and is continuing efforts to gain entry with the support of Housing colleagues. There are 14 properties where the property is either decanted or the residents are away from home for reasons such as temporarily in a care home. We continually undertake data cleansing to ensure accuracy of property status. The full implementation of the C365 compliance software is anticipated to enhance visibility and coordination across all delivery teams. All templates are now ready and certificates will be uploaded this month.</p>				
C6 (FIRE006c-NCC)	Overdue Low Risk Fire Risk Assessments Actions	SS/DS	0	10
<p>The number of Fire Risk Assessments (FRA) has significantly reduced when comparing the 483 reported in July 2024 to this month's 10 - an improvement of 97.93%. We have 869 actions raised from FRAs, of these, 10 are over the prescribed 12 months timescales deemed to undertake low risk actions. The 10 overdue risks are all categorised as 'Low' and we are working to ensure these are all completed.</p>				
RP01-NCC	% of stock that is categorised as a non-decent home	SE	0.0%	0.48%
<p>As of July 31st, the non-decency rate is 0.48% (117 properties from a stock of 24,368). This is primarily due to the ongoing Housing Health and Safety Rating System (HHSRS) assessments being conducted as part of the Stock Condition Surveys (SCS).</p> <p>To date we've carried out, 14,567 SCS's, representing 59.3% of the total housing stock.</p> <p>Our objective is to ensure that every home undergoes a new, externally conducted SCS by an independent specialist by March 2026.</p> <p>We remain on track to achieve 0% non-decency by the end of the financial year, contingent on the successful delivery of the Maintaining Decency Housing Revenue Account (HRA) capital replacement programme.</p> <p>NCCHS has 27 properties that fail on efficient heating - all are programmed in for upgrades this year, access permitting.</p> <p>NCCHS has 91 live Category 1 hazards up to 31 July see breakdown below. Note, some properties can have more than one hazard:</p> <ul style="list-style-type: none"> - Damp and Mould = 5 - Co detector = 6 - Domestic Hygiene, Pests = 2 - Electrical Hazards = 30 - Fire (Damaged Smoke Alarms) = 48 - Uncombusted Fuel Gas = 1 (completed after 31/07/2025) - Flames, Hot surfaces Etc = 1 				
CH02-NCC	Stage 1 complaints responded to within the timescale	PS	99.0%	97.8%
<p>During July, two complaints were answered outside of target. One related to Asset Management and was answered one working day out of target. This was an isolated incident and not indicative of any pattern of failure. The second related to Garden Assistance and was answered four working days out of target and continues on from performance issues which have been highlighted in Quarter 1's complaints report as well as raised with appropriate senior management to mitigate moving forward.</p>				
CH01b-NCC	Number of Stage 2 complaints received (per 1,000 properties)	PS	7.0	7.6
<p>July saw a slight increase in number of complaints per 1,000 properties escalated to Stage 2 - this is slightly above target; however, this remains a key focus area. It has been highlighted in the Quarter 1 report with service areas asked to provide input on actions they are taking to reduce escalation requests.</p>				

Ref.	Performance indicator	Resp. Person	Current Target	Jul-25
NM01.1-NCC	Anti-social behaviour cases relative to the size of the landlord (Cases per 1,000 properties)	KS	27.0	29.2

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.

TSMWIP-LEG	No. current live Disrepair cases awaiting settlement or closure	SS	To reduce	485
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In July, the number of unresolved live cases increased by 1, NCC received 69 new claims in July the highest number of new claims this year. Long-standing cases over 12 months is reducing currently at 103 showing a reduction of 33 in month and reducing by 100 in the last two months. This demonstrates steady progress in resolving older cases. Cases marked as 'Works in Progress' have increased by 86 due to previously inaccurate contractor performance data from Total Mobile. This issue has now been fully resolved, enabling more accurate tracking moving forward.

We continue to triage new claims promptly, supporting improved closure rates and helping to reduce overall costs, while ensuring residents receive timely support.

DM1	Total number of Live tenant reported Damp and Mould cases with remedial works outstanding	SS	To reduce	734
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In July, the number of live tenant-reported Damp & Mould (D&M) remedial works decreased by 28 cases, bringing the total down from 762 to 734 — a step in the right direction.

Since March 10th, all tenant-reported D&M issues have been assigned to Lovells, providing a consistent approach to resolution.

There has been an increase in long-standing cases, with those over 12 months rising from 73 to 84, and 381 jobs currently in the 6–12-month category. These legacy cases are being actively managed by a dedicated contractor. To accelerate progress, our Delivery Manager has implemented a targeted plan aimed at reducing the backlog and improving overall response times. This focused approach will help ensure tenants receive timely and effective support.