

# Housing Services Performance Exceptions Report

## Quarter 4 2025-26



Reporting Period: 1 January 2026 to 31 March 2026

Ref	Performance indicator	Jan-2026	Feb-2026	Mar-2026
HE01	Percentage of homes for which all required electrical safety checks have been carried out	99.7%	99.5%	98.8%

As at the end of March 2026, 98.8% of homes had a valid Electrical Installation Condition Report (EICR). A total of 99 properties or components either did not have an EICR evidenced on the system or had an EICR outside the required testing period. Of these, 51 are overdue: nine are less than three months overdue, six are three to six months overdue, two are six to twelve months overdue, and 34 are over 12 months overdue. The remaining 48 relate to certificate evidence exceptions, where evidence is not currently recorded on the system; of these 44 have due dates beyond March 2026 and four have no due date recorded.

This does not indicate that all 99 properties have unsafe electrical installations. This performance indicator measures whether a valid, in-date EICR has been completed and is appropriately recorded or evidenced, regardless of whether the inspection outcome is satisfactory or unsatisfactory. The issue is therefore being managed as a compliance and assurance exception.

Recovery action is focused on returning performance to 100% compliance by validating the 99 exceptions, obtaining and uploading missing certificates where checks have already been completed, correcting data where records are incomplete. All genuinely overdue EICRs will be prioritised for completion. Cases requiring access will continue to be progressed through appointment scheduling, resident contact and escalation through the agreed no-access route. Tenant risk is being managed through prioritisation of genuinely overdue cases, and completion of any remedial works identified through EICR inspections in line with the level of hazard recorded.

AW04	Percentage of potential significant damp and mould hazards investigated within 10 working days of becoming aware of the hazard	16.3%	66.3%	73.3%
AW06	Percentage of relevant safety work undertaken within 5 working days at the end of the investigation, if the investigation relates to a significant damp and mould hazard	100.0%	98.8%	88.9%

The percentage of relevant safety work undertaken within five working days at the end of the investigation, if the investigation relates to a significant damp and mould hazard reduced to 88.9% in March 2026. This was driven by high reporting levels, access issues, appointments agreed outside target, resourcing pressures, data quality limitations during the transition to graded damp and mould reporting, and the completion of historic backlog cases outside the five working day timescale. As older overdue cases are cleared, the reported percentage may reduce in the short term, however, this reflects underlying progress in addressing backlog and strengthening the overall recovery position.

As at March 2026, 80 mould treatments/ works started within five working days out of 90 significant cases, equating to 88.9%. The damp and mould recovery plan is on track for the internally managed compliance elements, including triage, survey response, case management, reporting controls and backlog recovery. The plan forecast backlog reduction to near parity with incoming reports within eight weeks from implementation in April 2026, and this has now substantially been achieved. Open cases reduced from 110 at week ending 10 April 2026 to 41 at week ending 8 May 2026; cases over two weeks old reduced from 47 to 22; and cases over three months old reduced from 15 to 10. The Damp and Mould team have confirmed that the surveying team has caught up and is responding within timescale to new reports. The service has therefore moved from backlog recovery towards a more stable live case management position, with the internal elements of the recovery plan remaining on track for recovery by the end of May 2026 and moving towards sustained compliance.

The remaining focus is damp and mould repairs work in progress (WIP), specifically jobs outside the internally agreed 12 week operational target. This is an internal operational benchmark rather than a prescribed Awaab's Law timescale. In relevant cases, the hazard has already been triaged, assessed and mitigated through treatment/ hazard removal, with follow-on works managed through the repairs programme. At week ending 8 May 2026, damp and mould repairs WIP stood at 662 jobs, of which 224 were over 12 weeks old. Oxford Direct Services (ODS) has an action plan in place to reduce the aged repairs backlog while continuing to complete in-target repairs, with the aged position expected to reduce through May 2026 and be brought back into a manageable position no later than the end of June 2026.

EP01	Average number of calendar days to re-let standard void (empty homes), excluding properties held empty for operational reasons.	84.0	67.5	57.8
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Re-let performance, while still below target, is showing improvement, with the average re-let time reducing to 57.8 days in March 2026. This continues a month-on-month improvement from 84 days in January 2026 and 67.5 days in February 2026.

An end-to-end voids review has been completed, and the majority of the associated improvement actions have either been completed or are well progressed. This includes development of the revised void standard/ specification, voids policy, waste management arrangements, clearer delineation of responsibilities, and procedural changes to support improved control across the re-let process.

The focus is now on tightening and embedding the end-to-end process. A working framework is in place, building on the existing process, with the 'Fit for Future' change team supporting further review of workflow, stage management, reporting and accountability. Responsibilities across the process are broadly understood, but further work is being completed to strengthen how these are monitored and managed through clearer ownership, key performance indicator (KPI) tracking, reporting, and control of hand-offs between teams.

Preparations are also being considered to manage the potential impact of increased void activity in early 2026-27 linked to new build completions and tenant moves. The immediate priority is to ensure the revised process is consistently applied so that the improvement work completed to date translates into sustained reductions in re-let times.

CM17	Percentage of all (OCC and ODS) Stage 1 complaints due within the reporting month that were responded to within the Housing Ombudsman's Complaint Handling Code timescales	73.2%	82.4%	81.0%
CM18	Percentage of all (OCC and ODS) Stage 2 complaints due within the reporting month that were responded to within the Housing Ombudsman's Complaint Handling Code timescales	30.0%	83.3%	100.0%

Performance against complaint handling timescales declined significantly in 2025-26, with 56.1% of stage one complaints and 26.5% of stage two complaints responded to within Housing Ombudsman Complaint Handling Code timescales.

This reflects increased complaint volumes and capacity pressures, alongside a legacy backlog of stage two complaints which exceeded required timescales. In January 2026, the Council implemented a targeted recovery plan to address a backlog of 20 overdue stage two complaints and restore compliance with the Complaint Handling Code. The plan included additional capacity, strengthened oversight, clear accountability and proactive communication with affected residents. All backlog cases were resolved within the recovery period by 24 February 2026.

- Alongside clearing the backlog, a wider programme of improvement has been established to support sustained compliance and strengthen service quality. This includes:
- An end-to-end review of the housing complaints handling process.
- Enhanced performance monitoring.
- Improved use of complaints data to drive service improvement.
- Establishment of a resident complaints panel to embed resident involvement in complaints learning and improvement.
- Review and implementation of housing complaints and compensation policies.
- Strengthened oversight arrangements of housing repairs and maintenance complaints managed by Oxford Direct Services (ODS).

The Council will continue to monitor performance closely to ensure compliance with the Complaint Handling Code is sustained and to improve the overall resident experience of complaint handling.