

Housing Services Performance Exceptions Report

Reporting Period: 1 April 2026 to 30 April 2026



Electrical safety

Ref	Performance indicator	Jan-2026	Feb-2026	Mar-2026	Apr-26
HE01	Percentage of homes for which all required electrical safety checks have been carried out	99.7%	99.5%	98.8%	99.2%
HE03	Number of overdue remedial actions from electrical safety checks	304	0	0	304

67 homes with non-compliant electrical safety checks are due to missing certificates. Recovery action is focused on obtaining and uploading missing certificates where checks have already been completed, correcting data where records are incomplete. All genuinely overdue Electrical Installation Condition Report (EICR) 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.

Damp and mould

Ref	Performance indicator	Jan-2026	Feb-2026	Mar-2026	Apr-26
AW01	Number of potential emergency damp and mould hazards reported	41	29	18	7
AW02	Number of potential significant damp and mould hazards reported	80	83	102	58
AW03	Percentage of potential emergency damp and mould hazards investigated and safety works completed within 24 hours of becoming aware of the hazard	100.0%	89.7%	100.0%	85.7%
AW04	Percentage of potential significant damp and mould hazards investigated within 10 working days of becoming aware of the hazard	16.3%	66.3%	64.7%	98.3%
AW05	Percentage of written summary of findings sent out within 3 working days of the end of the investigation	N/A	N/A	N/A	98.8%
AW06	Percentage of relevant safety work undertaken within 5 working days at the end of the investigation for potential significant damp and mould hazard cases	100.0%	98.8%	73.5%	150.0%
AW07	Percentage of supplementary preventative works completed within 12 weeks time period	N/A	N/A	N/A	47.1%

Damp and mould performance improved during April 2026, reflecting the positive impact of the Damp and Mould Recovery Plan implemented following earlier non-compliance with inspection timescales. Performance against the requirement to investigate potential significant damp and mould hazards within 10 working days increased to 98.3%, compared to 64.7% in March 2026, demonstrating substantial progress towards recovery and full compliance.

Performance against AW03 fell below the 95% target during April 2026 due to one emergency case being attended outside the required timescale. Given the relatively low volume of emergency cases reported during the period, individual cases can have a disproportionate impact on overall performance. All emergency reports continued to be triaged and prioritised, with risks assessed and managed appropriately. Access constraints remain an operational challenge across a small number of cases and continue to be managed through proactive resident engagement and escalation through the Council's no-access procedures.

Performance against AW06 reflects the completion of mould treatment works completed following reports of significant damp and mould hazards. This includes both initial treatments undertaken following inspection and repeat treatments where mould reoccurred prior to completion of permanent remedial works.

Strengthened case management processes, enhanced monitoring and additional survey capacity have enabled the service to manage new demand within target timescales whilst continuing to reduce the historic backlog through a risk-based approach. Compliance controls introduced through the recovery plan are now embedded within service delivery, providing improved performance and supporting ongoing recovery.

Whilst progress continues in reducing the associated repairs backlog, this remains the primary area of recovery focus. Oxford Direct Services (ODS) continues to deliver targeted recovery to reduce aged repairs whilst maintaining performance on new works. Overall, performance in April 2026 demonstrates continued progress against the Damp and Mould Recovery Plan, with improved compliance, strengthened governance and ongoing recovery of historic inspection and repair cases.

Allocations and lettings

Ref	Performance indicator	Jan-2026	Feb-2026	Mar-2026	Apr-26
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	52.8

Void re-let performance has continued to show a positive improving trend during since January 2026. Average key-to-key times have reduced from the start of the year from 84.0 days in January 2026 to 52.8 days in April 2026. Whilst performance remains above the 35 day target, the trajectory is positive and reflects a clear direction of travel.

Following the findings of the ARK review, a programme of improvements have been seen through a dedicated Task and Finish Group. This includes the development of the Council's Voids Policy which is progressing to Cabinet in July 2026, alongside the introduction of a Void Standard and Waste Standard to define clearer operational expectations.

In parallel, the Council's 'Fit for the Future' Change Team has commenced a review of the void process. Early findings highlight opportunities to reduce delays, improve accountability and streamline operational flow. This work also includes the utilisation of the pre-termination period of an outgoing tenancy to maximise efficiency and improve key-to-key times towards our target. This work will conclude in July 2026 with a revised operating model setting out clearer responsibilities and performance expectations across each stage of the process.

Together, these interventions provide a strengthened framework for sustained improvement. As changes embed, we expect further reductions in re-let times and improved consistency of delivery across the void lifecycle. While it would not be appropriate to set a fixed date for achievement of the 35-day target at this stage, the direction of travel is positive and the improvement programme provides a clear basis for continued progress.

Complaints

Ref	Performance indicator	Jan-2026	Feb-2026	Mar-2026	Apr-26
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%	73.3%
	Percentage of Oxford City Council (OCC) stage 1 complaints due within the reporting month that were responded to within the Housing Ombudsman's Complaint Handling Code timescales	92.0%	97.1%	96.9%	100.0%
	Percentage of Oxford Direct Services (ODS) stage 1 complaints due within the reporting month that were responded to within the Housing Ombudsman's Complaint Handling Code timescales	43.8%	52.9%	30.0%	0.0%
CM18	Percentage of all 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%	94.1%
CM13	Number of cases determined (decided upon) by the Housing Ombudsman	1	1	1	0

Complaint handling performance at stage one complaints declined to 73.3% in April 2026 from 81.0% in March 2026. Stage one complaints are responded to by both the Council and Oxford Direct Services (ODS). The Council maintained strong performance at 100%, whilst ODS performance fell to 0%, significantly impacting the overall result. Of the eight complaints due for a response by ODS in this period, one complaint had not been logged by the Council and therefore not received by ODS.

All stage two complaints are responded to by the Council and performance remained strong at 94.1% in April 2026, with one complaint responded to two days outside of the Housing Ombudsman's Complaint Handling Code timescales.

Work is ongoing to strengthen complaint handling processes, particularly within ODS, to improve timeliness and ensure compliance with the Code.