Housing Services Performance Exceptions Report

Reporting Period: 1 July 2026 to 31 July 2026

OXFORD CITY COUNCIL

Electrical safety

Ref	Performance indicator	Jan-2026	Feb-2026	Mar-2026	Apr-26	May-26	Jun-26	Jul-26
HE01	Percentage of homes for which all required electrical safety checks have been carried out	99.7%	99.5%	98.8%	99.2%	99.7%	99.7%	99.6%
HE03a	Number of overdue remedial actions from electrical safety checks of high risk C1	Data is under review						0
HE03b	Number of overdue remedial actions from electrical safety checks of medium risk C2	Data is under review						49

Electrical safety performance remained stable during July 2026, with 99.6% of homes having a current electrical safety inspection recorded, compared with 99.7% in June 2026. The 0.4% compliance gap relates to 35 properties where access has not been achieved. These cases are being progressed through our non-access protocol to secure access and complete the required inspection.

July 2026 also marks the introduction of system-derived reporting of electrical remedial actions, reducing the previous reliance on manual reporting. There are currently 49 C2 overdue remedial actions of which 24 are over 12 months. The management and recovery of overdue remedials is included within the Electrical Safety Recovery Plan and will now be subject to targeted review and monitoring, with particular focus on the long-standing actions. This will be further strengthened through the new Electrical Safety Manager role within the HRA structure from 1 September 2026.

Damp and mould

Ref	Performance indicator	Jan-2026	Feb-2026	Mar-2026	Apr-26	May-26	Jun-26	Jul-26
AW01	Number of potential emergency damp and mould hazards reported	41	29	18	7	4	2	2
AW02	Number of potential significant damp and mould hazards reported	80	83	102	58	38	28	30
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%	75.0%	100.0%	-
AW03a	Percentage of potential emergency damp and mould hazards investigated within 24 hours of becoming aware of the hazard	Replacing AW03 from July 2026						50.0%
AW03b	Percentage of potential emergency damp and mould hazards for which safety works completed within 24 hours of becoming aware of the hazard	Replacing AW03 from July 2026						100.0%
AW04	Percentage of potential significant damp and mould hazards investigated within 10 working days of becoming aware of the hazard	N/A	N/A	N/A	98.3%	68.4%	85.7%	83.3%
AW05	Percentage of written summary of findings sent out within 3 working days of the end of the investigation, for damp and mould hazard cases	N/A	N/A	N/A	98.8%	64.3%	78.8%	71.9%

Ref	Performance indicator	Jan-2026	Feb-2026	Mar-2026	Apr-26	May-26	Jun-26	Jul-26
AW06	Percentage of relevant safety work undertaken within 5 working days at the end of the investigation for potential significant hazard cases	N/A	N/A	N/A	150.0%	105.3%	117.9%	60.0%
AW07	Percentage of damp and mould supplementary preventative works that have been completed within the 12 week timeframe	N/A	N/A	N/A	47.1%	42.3%	121.8%	40.3%

Damp and mould performance during July 2026 should be considered alongside changes to the reporting methodology which moved relevant safety works from works-order to property-level reporting. This has removed the potential for multiple orders against one property to produce performance above 100% or obscure individual exceptions. A further refinement will apply from August 2026, measuring cases against those reaching their applicable due date within the reporting period, so that each case is recorded once as either compliant or non-compliant against the relevant timescale.

Two emergency hazards were reported in July 2026. Safety works were completed within 24 hours in both cases (AW03b), although one investigation could not be completed within 24 hours due to access (AW03a). For significant hazards, AW04 was reported at 83.3% (25 out of 30 cases), the five cases outstanding at the end of July 2026 were due in August 2026, so they were still within their permitted 10 working day completion period, meaning no investigation which had become due during July 2026 was completed outside target.

AW05 was reported at 71.9% (23 out of 32). Of the nine outstanding written summary of findings, one emergency investigation was not carried out due to no access, five significant investigations were not due in July 2026 and the remaining three significant hazard investigations were confirmed service failures arising from an internal handling/ cover issue during July 2026. This is not an acceptable reason for missing the required three-working-day timescale, and management action has been taken to reinforce ownership and cover arrangements.

AW06 was reported at 60.0% following the move from works-order reporting to property-level reporting. Of the 30 cases in July 2026, 18 had been completed by month end, five remained within their permitted five working day completion period due in August 2026 and were therefore not overdue, and seven had exceeded the required timescale. The five cases which were still within time at July month end were subsequently completed within their required timescales. From August 2026, the revised methodology will measure cases when they become due, avoiding cases which are still within time being shown as incomplete within the reported percentage.

The supplementary preventative works backlog remains the principal area of operational focus (AW07). 291 works were overdue in July 2026 compared with 248 in June 2026, including 17 aged less than 3 months, 199 aged 3–6 months, 67 aged 6–12 months and eight over 12 months, no-access accounts for 46 of these cases. The backlog has subsequently begun to reduce, but not at the pace expected. Oxford Direct Services (ODS) has introduced additional management capacity and revised delivery arrangements, including batching works, and the position remains subject to focused client-side performance management. The expectation is for these measures to deliver a sustained reduction in the backlog.

Allocations and lettings

Ref	Performance indicator	Jan-2026	Feb-2026	Mar-2026	Apr-26	May-26	Jun-26	Jul-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	57.4	86.5	86.3

In July 2026, the average standard void re-let time was 86.3 days against the Council's target of 35 days, remaining broadly consistent with the 86.5 days reported in June 2026. Three standard void relets were completed in July 2026, with individual re-let times of 49, 63 and 147 days respectively. The small number of completions means that the 147-day case had a significant impact on the reported monthly average. However, performance remained outside target across all three cases and further improvement is required across the end-to-end void process.

The more detailed stage analysis introduced through the voids dashboard continues to provide greater visibility of where delays are occurring. During July 2026, properties took an average of two days from becoming void to receipt of keys, followed by nine days from receipt of keys to works commencing and 36 days from works commencing to the property being ready to let. The works period therefore remained above the required level and continues to be an area of focus with HRA Assets and ODS. Whilst not reflected within the relet numbers, July 2026 also saw an increased volume of void properties requiring works, which placed additional pressure on available delivery resource and contributed to the extended works turnaround during the period.

The final stage from the property being ready to let to commencement of the new tenancy averaged a further 39 days, demonstrating that significant delay also remained within the lettings and sign-up stage.

The improvement measures reported previously continue to be progressed, including pre-termination activity, strengthened end-to-end monitoring through the weekly void meetings (including an operational forum, as well as a Void Board to oversight performance) and clearer management oversight of properties from termination through to occupation.

Complaints

Ref	Performance indicator	Jan-2026	Feb-2026	Mar-2026	Apr-26	May-26	Jun-26	Jul-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%	80.4%	94.3%	95.4%
	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%	96.9%	93.8%	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%	42.9%	95.2%	90.9%
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%	90.0%	100.0%	100.0%

Of the 65 stage one complaints due within the month, 62 were responded to within the required timescales. The three non-compliant complaints were responded to late by ODS, as they had been raised incorrectly by the Council's Contact Centre.