# Housing Services Performance Exceptions Report

**Reporting Period: 1 June 2026 to 30 June 2026**

OXFORD CITY COUNCIL

## Lift safety

| Ref | Performance indicator | Jan-2026 | Feb-2026 | Mar-2026 | Apr-26 | May-26 | Jun-26 |
|---|---|---|---|---|---|---|---|
| HL01 | Percentage of homes for which all required communal passenger lift safety checks have been carried out | 77.9% | 94.0% | 100.0% | 100.0% | 98.0% | 98.0% |
| HL03 | Number of overdue remedial actions from communal passenger lift safety checks | 81 | 98 | 70 | 67 | 33 | 22 |

Overdue lift remedial actions continued to reduce during June 2026, falling from 33 to 22, demonstrating sustained progress in addressing the historic backlog of repairs identified through routine lift inspections since the commencement of 2026. Whilst one communal passenger lift remained outside compliance at the end of the reporting period, this related to a single outstanding inspection rather than a broader deterioration in performance. The outstanding inspection has since been completed, returning the service to full compliance. Work will continue to address the remaining non-urgent remedial actions identified through the inspection programme, with the overall direction of travel remaining positive.

## Electrical safety

| Ref | Performance indicator | Jan-2026 | Feb-2026 | Mar-2026 | Apr-26 | May-26 | Jun-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% |
| HE03 | Number of overdue remedial actions from electrical safety checks | Data is under review at the time of reporting | | | | | |

Performance against HE01 remained strong during June, with 99.7% of homes having a current Electrical Installation Condition Report (EICR) recorded. During the reporting period, work continued to strengthen the Council's electrical safety arrangements through improvements to governance, reporting, data quality and client-side oversight. These improvements are intended to provide greater assurance over the management of electrical safety.

The Electrical Safety Recovery Plan brings together a programme of improvement activity that is already underway across the service, including enhanced governance, improved reporting, strengthened operational procedures and ongoing data validation. The plan provides a clear framework for monitoring progress and demonstrating the continued strengthening of the Council's electrical safety arrangements.

## Damp and mould

| Ref | Performance indicator | Jan-2026 | Feb-2026 | Mar-2026 | Apr-26 | May-26 | Jun-26 |
|---|---|---|---|---|---|---|---|
| AW01 | Number of potential emergency damp and mould hazards reported | 41 | 29 | 18 | 7 | 4 | 2 |
| AW02 | Number of potential significant damp and mould hazards reported | 80 | 83 | 102 | 58 | 38 | 28 |
| 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% |
| AW04 | Percentage of potential significant damp and mould hazards investigated within 10 working days of becoming aware of the hazard | 0.0% | 0.0% | 0.0% | 98.3% | 68.4% | 85.7% |
| 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% | 64.3% | 78.8% |
| 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 | | | | 150.0% | 105.3% | 117.9% |
| AW07 | Percentage of supplementary preventative works completed within 12 weeks time period | N/A | N/A | N/A | 47.1% | 42.3% | 121.8% |

Reports of damp and mould continued to reduce during June 2026, with emergency cases reducing from four to two and significant cases reducing from 38 to 28. Emergency cases were completed within the required timescales. The four significant investigations reported outside the target timescale were not due to delays by the service. Two cases were affected by difficulties gaining access and two by tenant availability, meaning inspections could not be completed within the required timeframe.

The service continues to focus on reducing the backlog of outstanding damp and mould remedial works being delivered by ODS. Whilst the backlog continues to reduce, it remains the primary operational focus, supported by regular performance monitoring and case management to ensure outstanding repairs are progressed and completed as quickly as possible.

During June, a review of the performance reporting identified that the measure for remedial works was being calculated against individual work orders rather than properties. This could result in reported performance exceeding 100% where multiple work orders had been completed at a single property and reduce visibility of properties where remedial works remained outstanding. From July 2026, the reporting methodology has been amended to report at property level, providing a clearer reflection of performance.

## Allocations and lettings

| Ref | Performance indicator | Jan-2026 | Feb-2026 | Mar-2026 | Apr-26 | May-26 | Jun-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 |

In June 2026, the average standard void re-let time was 86.5 days against the Council's target of 35-days. Analysis of the 15 standard voids completed during the month shows that delays occurred across a number of stages of the void process.

The introduction of a new system derived dashboard has provided greater visibility of each stage of the void journey, enabling delays to be analysed in greater detail. The analysis identified an average of 4.4 days from the property becoming void to receipt of keys, a further 9.6 days before works commenced due and an average of 35.5 days to complete void works. Collectively these stages exceed the Council's target re-let time and remain an area of focus with HRA Assets and ODS.

The analysis also shows that on average properties are being advertised and allocated before works are completed, reducing potential delay once a property is ready to let. However, an average of 36.8 days elapsed between the property being ready to let and the new tenancy commencing. This indicates that whilst the allocation process is generally commencing at the appropriate stage, further improvements are required to reduce the time taken between offer, viewing and tenancy sign-up.

The findings from this analysis have informed a number of changes to the management and focus of the void process. Pre-termination visits are being introduced to enable property inspections, compliance checks and work planning to be completed before a tenancy ends wherever possible, reducing the time between receipt of keys and commencement of works. The new dashboard is also being used through weekly void performance meetings to monitor each stage of the void process, enabling delays to be identified earlier and management action to be targeted where required. Housing Services has also reviewed the management of the offer and tenancy sign-up process, with clearer ownership and monitoring arrangements introduced to improve progression from allocation through to occupation. As reported re-let times relate to properties completed during the reporting period, the impact of these changes will become apparent over subsequent reporting periods.

## Complaints

| Ref | Performance indicator | Jan-2026 | Feb-2026 | Mar-2026 | Apr-26 | May-26 | Jun-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% |
| | 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% |
| | 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% |
| 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% |

Of the 53 stage one complaints, 50 were responded to within the required timescales. Two complaints were responded to late by the Council as they had been raised incorrectly by the Council's Contact Centre and one complaint was responded to late as the extension was incorrectly calculated by ODS.