Housing Services Performance Exceptions Report

Reporting Period: 1 August 2026 to 31 August 2026

OXFORD CITY COUNCIL

Gas safety

Ref	Performance indicator	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26
HG01	Percentage of homes for which all required gas safety checks have been carried out	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%

Gas safety compliance was at 99.9% at the end of August 2026, with 7,323 of 7,324 homes compliant. The one outstanding case relates to a property where access has not been achieved. An access injunction has been granted and arrangements are being progressed with Legal and Oxford Direct Services (ODS) to secure entry and complete the required inspection.

Lift safety

Ref	Performance indicator	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-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%	100.0%	94.9%
HL03	Number of overdue remedial actions from communal passenger lift safety checks	81	98	70	67	33	22	22	31

Lift safety/ Lifting Operations and Lifting Equipment Regulations (LOLER) compliance was at 94.9% at the end of August 2026, compared with 100% in July 2026. The reduction relates to a single block, Larch House, where the lift was out of service at the point of inspection. The lift has subsequently returned to service and the required follow-up inspection was completed in September 2026.

Overdue lift remedial actions increased from 22 in July 2026 to 31 in August 2026. The increase principally reflects newer actions becoming overdue, with 22 actions overdue by less than three months. Whilst the overall number increased, progress continued against older actions, with those aged three to six months reducing from 20 to six. Overdue remedial actions remain subject to ongoing monitoring and management, with particular focus on preventing further ageing and securing timely completion.

Electrical safety

Ref	Performance indicator	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-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%	99.5%
HE03a	Number of overdue remedial actions from electrical safety checks of high risk C1	Data is under review						0	0
HE03b	Number of overdue remedial actions from electrical safety checks of medium risk C2	Data is under review						49	88

Electrical safety compliance remained broadly stable during August 2026 at 99.5%, compared with 99.6% in July 2026. Of the 8,014 homes requiring an electrical inspection, 7,976 were compliant, with 38 inspections overdue. Of these, 29 inspections are being progressed through the Housing Team's No Access process, with the remaining nine subject to further access attempts by ODS.

There were no overdue high-risk C1 remedial actions, however, overdue C2 remedial actions increased from 49 in July to 88 in August 2026. The improved system-derived reporting has provided greater visibility of the outstanding position, including 66 actions over 12 months old, of which 39 were identified through reconciliation of historic pre-digital records. Access remains a significant factor within the outstanding cohort, with cases being progressed alongside the rewire and remedial programmes.

The Electrical Safety Recovery Plan, previously reported to the Housing Regulatory Assurance Framework in August 2026, continues to provide the framework for strengthening operational controls, data quality and remedial actions oversight. The October 2026 update demonstrates positive progress, with the majority of initial actions now completed and embedded within business-as-usual arrangements. Remaining activity is focused on enhanced system reporting, strengthening client-side quality assurance and delivering longer term programme milestones. The focus remains on maintaining inspection compliance, reducing overdue remedial actions and ensuring improved reporting, management oversight and improvement.

Damp and mould

Ref	Performance indicator	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26
AW01	Number of potential emergency damp and mould hazards reported	41	29	18	7	4	2	2	0
AW02	Number of potential significant damp and mould hazards reported	80	83	102	58	38	28	30	17
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%	100.0%
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%	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%	100.0%
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%	100.0%
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%	88.9%
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%	34.5%

Damp and mould performance in August 2026 showed improvement across the principal investigation and initial safety response measures. No potential emergency hazards were reported, compared with two in July 2026, while potential significant hazards reduced from 30 to 17. All 17 significant hazards were investigated within the required 10 working day period (AW04), and written summaries of findings were issued within the required three working day timescale (AW05), with both measures reporting 100%.

Performance against the five working day safety works measure (AW06) improved from 60.0% in July 2026 to 88.9% in August 2026, with 16 out of 18 cases completed within the required timeframe. Of the two exceptions, one case related to access difficulties and is being progressed through the No Access process. In the second case, initial works were undertaken however further works were required to address mould identified beneath problematic flooring. The nature of these additional works required specialist intervention and could not be resolved within the five working day target.

The principal area of concern remains supplementary preventative works (AW07), where performance reduced from 40.3% in July 2026 to 34.5% in August 2026. Of the 377 works included in the measure, 130 were completed within the established 12 week target, with 247 overdue at month end. Although the overdue backlog reduced from 291 in July 2026, performance remains materially below the required level, with continued attention is needed to the management and completion of outstanding works. ODS has introduced additional management capacity and revised delivery arrangements. These measures remain subject to focused client-side oversight, with emphasis on reducing the age of outstanding cases.

Allocations and lettings

Ref	Performance indicator	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-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	72

Standard void re-let performance improved to 72 days in August 2026, compared with 86.3 days in July 2026. August 2026 performance was based on 23 completed re-lets, compared with three in July 2026. Whilst the overall position has improved, performance remains significantly outside the target of 35 days.

The weekly Voids Board continues to provide oversight of the end-to-end process, with particular focus on the individual stages and areas contributing to delays. August 2026 performance identified an average of seven days from tenancy end to keys received (affected by one exceptional case), seven days from keys received to works commencement, 25 days for completion of works and 39 days from Ready to Let to tenancy commencement. While improvements were achieved within the works stages, the time between Ready to Let and tenancy commencement remains the most significant area of concern and associated focus. Targeted improvement actions continue to be progressed through the Voids Board which maintains weekly oversight of progress, with a clear focus on reducing delays at each stage and securing improvements towards the target.

Complaints

Ref	Performance indicator	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-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%	84.1%
	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%	96.8%
	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%	90.9%	53.8%
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%	100.0%

Of the 44 Stage 1 complaints due for response in August 2026, seven complaints were responded to outside the Housing Ombudsman Complaint Handling Code timescales. One complaint was delayed by the Council as the relevant service area did not provide the required information within the required timeframe. The remaining six complaints were delayed by ODS. Of these, one complaint missed both the acknowledgment and response timescales, while the other five complaints were acknowledged within timescale but received late responses. All ODS delays were due to reduced staffing capacity arising from annual leave. ODS is developing proposals to strengthen cover arrangements for periods of staff absence.