

Performance Indicators 2017/18 – how are we doing?

We are always trying to improve the services provided for tenants and customers. One of the ways we do this is by monitoring our progress year on year to see where improvements can be made. We also use this information when planning our services. We want you to know how we are performing so here are some performance statistics for the financial year 2017/18 compared to the previous year's figures.

Indicator	2016/17	2017/18
Number of properties managed by the authority on 2 April 2018 (3 April for 2017)	13,500	13,520
Number of empty properties on 2 April 2017 (3 April for 2017)	232	239
Average number of days for properties to be re-let	88.8 days	91.3 days
Rent arrears owed by current tenants	£1,068,554	£1,331,493
Rent arrears owed by former tenants	£342,866	£436,298.
Rent arrears as % of total collectable	2.37%	2.83%
Number of applicants housed by the council	1158	1163
Number of tenants transferred to other Swansea Council properties	308	296
Number of street inspections carried out	3963	3439
Number of property inspections carried out	3682	3658
Number of ASB cases reported to the District Housing Office	963	768
Percentage of tenants satisfied with the outcome of their ASB case	64%	76.6%
Average number of days taken to provide adaptations for a council tenant	357 days	348 days
The percentage of successful outcomes achieved for all households at risk of homelessness or who were homeless	73%	68.8%