

Appendix 1 Moorlands Legacy Agreement Performance Indicators April to December 2018

Area	Legacy Agreement	KPI (YTD)	Target	Actual
Housing Management	Overview of local service delivery	<ul style="list-style-type: none"> Number of lettings 	N/A	168
		<ul style="list-style-type: none"> % Void rent loss 	1.35%	1.31%
		<ul style="list-style-type: none"> Percentage of gas compliance 	100%	100%
Repairs	<p>YHG will continue with the internal provision of day-to-day, voids and planned works within the Moorlands area through its DLO or other structure which employs local labour providing this is commercially viable.</p> <p>YHG will continue to explore opportunities with High Peak and any other local opportunities to develop JV's, cost sharing vehicles or management agreements, these</p>	<ul style="list-style-type: none"> Average time to complete repair 	8 days	9.02 days
		<ul style="list-style-type: none"> Average cost of repair 	£95	£111.68
		<ul style="list-style-type: none"> Average time to complete void works 	8 days	23 days
		<ul style="list-style-type: none"> Customer satisfaction with repairs service <p>% of Customers answering yes to all of below:</p> <ul style="list-style-type: none"> Able to get appointment at point of call? Appointment honoured? Satisfied with the work? 	N/A	85.83%

	will only progress if the arrangement can add strength and value to the existing in house provision.	<ul style="list-style-type: none"> Percentage of value of planned maintenance works to be undertaken by In House Contractor function 	100%	100%
Customer First	<p>In accordance with the Group's Customer First methodology, develop and implement a YHG neighbourhood plan which will include a minimum financial investment of £73k per annum for at least 2 years (2017/19)</p> <p>2016/18 details and principles of the YHG neighbourhood plan were developed in consultation with legacy scrutiny task and finish group.</p>	<p>Update on plan including:</p> <ul style="list-style-type: none"> Increase in customers who are economically active due to engagement with YHG activities Increase in appeal of local neighbourhoods Increase in local services within priority neighbourhood 		<p>45 - Customers into employment</p> <p>20 - Customers into volunteering</p> <p>86- Customers into training</p> <p>Narrative information</p> <p>Narrative information</p>

Asset and Development	<p>YHG Growth Strategy</p> <p>The Capital Investment plan for 2019/20 to be developed and approved by YHG by April 2019 and annually thereafter by April each year</p>	<p>Overall expenditure to date & programme progress reporting by committed and completed spend</p> <ul style="list-style-type: none"> • Unit costs • Number of component replacements 	See Appendix 2	See Appendix 2
Digital engagement	<p>Customers will be able to access YHG service via a digital platform including web chat, email, text and via the website and social media</p>	<p>Update on availability and usage of digital platform</p> <ul style="list-style-type: none"> • Number of customers accessing services digitally 		3,500 customers used YHG portal in December 2018.