

Appendix 1 Moorlands Legacy Agreement Performance Indicators 01 August 2022 – 31 December 2022 (unless specified)

Area	Legacy Agreement	KPI	Target	Actual
Housing Management	Overview of local service delivery	<ul style="list-style-type: none"> Number of lettings 	N/A	73
		<ul style="list-style-type: none"> Average re-let time 	28.5 days	52 days
		<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 will only progress if the arrangement can add strength</p>	<ul style="list-style-type: none"> Repairs completed within target (01 April to 31 December 22) 	Responsive Repairs	
			21 days	42 days
			Minor Works	
		63 days	56 days	
		<ul style="list-style-type: none"> Average cost of repair (01 April to 31 December 22) 	N/A	£116
		<ul style="list-style-type: none"> Average time to complete void works (01 April to 31 December 22) 	N/A	39 days
<ul style="list-style-type: none"> Customer satisfaction with repairs service (01 April to 31 December 22) 	91%	89%		

	and value to the existing in-house provision.			
Community Regeneration	<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><u>Work Club Outcomes from March 2022 to December 2022</u></p> <ul style="list-style-type: none"> • 31 customers have gained employment • 25 customers into regular volunteering • 39 customers have accessed training. <p>SMDC Partnership agreement to support a caseload of 15 (BRFC) Building Resilient Families and Communities.</p>

				2 Community Clean Up days have been held across Leek & Cheadle.
Money Advice	YHG has a dedicated Money Advice Team who provide support and advice to customer to maximise their income and apply for welfare benefits and grants to support them in their tenancy.	<ul style="list-style-type: none"> • Numbers of customer referred for assistance • Amount of benefit gains • Numbers of grant applications that are successful 		<p><u>Money Advice – March 1st 2022 – 31st December 2022</u></p> <p><i>276 customers based in the Staffordshire Moorlands locality referred for assistance from the Money Advice Team</i></p> <p>£458,459.90 secured in benefit gains, including;</p> <p>£85,307.92 Universal Credit payments and £117,229.30 Housing Benefit payments</p> <p>164 charitable grants obtained for the purchase of white goods, energy and other essential items,</p>
Tenancy Support	<p>YHG has introduced a dedicated tenancy support service to supplement and support the work done across Housing Management. This service opened up across Staffordshire, Cheshire & High Peak from January 2022.</p> <p>The team's role is to help new customers with vulnerabilities who are taking on new tenancies or provide practical help and support to anyone whose tenancy is at risk due to personal circumstances. This</p>	<ul style="list-style-type: none"> • Number of customers referred for support • Number of successful completed support cases • Number of referrals specific to Staffordshire, Cheshire & High Peak. 		

	could include customer with issues around substance abuse, mental health, domestic abuse.			<p>worth £6,116 including £3,006 in food vouchers issued to customers in crisis.</p> <p><u>YHG Tenancy Support Service between Dec 21 and Nov 22</u></p> <p>TSO post vacant between July and mid October 22 whilst recruiting. However, we have had 52 referrals accepted between Jan- Dec 22 24 cases completed 28 ongoing cases 3 Tenants were directly at risk of tenancy failure Total claimed for DHP-£3573.05 Biggest reduction on single rent account £3741.60</p>
Digital engagement	Customers will be able to access YHG service via a digital platform including web chat, email, text and via the website and social media	Update on availability and usage of digital platform <ul style="list-style-type: none"> • Number of customers accessing services digitally 		13,000 customers signed up to 'Your Home Hub' across YHG