

Appendix 1 Moorlands Legacy Agreement Performance Indicators

Area	Legacy Agreement	KPI	Target	Actual
Housing Management	Overview of local service delivery	<ul style="list-style-type: none"> Number of lettings (01 Jan to 30 June 23) 	N/A	71
		<ul style="list-style-type: none"> Average re-let time (01 Jan to 30 June 23) 	28.5 days	65 days
		<ul style="list-style-type: none"> Percentage of gas compliance (01 Jan to 30 June 23) 	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 and value to the existing in-house provision.</p>	<ul style="list-style-type: none"> Repairs completed within target (01 Jan to 30 June 23) 	Responsive Repairs	
			21 days	39 days
			Minor Works	
		63 days	56 days	
		<ul style="list-style-type: none"> Average cost of repair (01 Jan to 30 June 23) 	N/A	£116
<ul style="list-style-type: none"> Customer satisfaction with repairs service (01 Jan to 30 June 23) 	88%	88%		

<p>Community Regeneration</p>	<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>Moorlands Work Clubs</p> <p>The Community Investment Team deliver Employment & Skills support to our customers in Staffordshire Moorlands. Work clubs are delivered 3 days a week in locations such as Haregate Community Centre, Leek and The Learning Curve, St Johns Road, Biddulph.</p> <p>With around 12-15 people attending each work club, they receive support with benefits, health, housing, employment, volunteering and training.</p> <p>Since April 2023 there have been:</p> <ul style="list-style-type: none"> • 14 people into sustainable work • 25 people completing accredited training • 15 people completing regular volunteering <p>Accredited training courses that have been delivered to customers at venues in Leek, Biddulph and Cheadle are:</p> <ul style="list-style-type: none"> • Basic IT • Food Hygiene Level 2 • Money Matters • First Aid
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<p>Money Advice</p>	<p>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.</p>	<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 2023 – 30th June 2023</u></p> <p><i>137 customers based in the Staffordshire Moorlands locality referred for assistance from the Money Advice Team</i></p> <p>£190,598.34 secured in benefit gains, including; £24,198.20 Universal Credit payments and £35,870.40 Housing Benefit payments 81 charitable grants obtained for the purchase of white goods, energy and other essential items, worth £8,323.50 including £1,035 in food vouchers and £2,453 in fuel vouchers issued to customers in crisis.</p>
<p>Tenancy Support</p>	<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. 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</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. 		<p><u>YHG Tenancy Support Service between Oct 22 and March 23</u></p> <ul style="list-style-type: none"> • 271 customers were referred • 10 referrals were declined due to tenancy not being at risk or referred to other more appropriate services • 158 customers received support and

	<p>whose tenancy is at risk due to personal circumstances. This could include customer with issues around substance abuse, mental health, domestic abuse.</p>			<p>actions were completed</p> <ul style="list-style-type: none"> • 64 customers were directly at risk of tenancy failure (rent arrears, property condition) • 63 customers were referred on a preventative basis e.g new tenants, or tenants needing help with basic living skills or advocacy • 191 cases are currently open • 158 Customers supported • 64 customers supported to avoid tenancy failure • Total increase on rent accounts of all customer who engaged and actions were completed £1,531 credit • Total DHP claimed for customers £5,182 • Total Grants claimed for essential items and rent arrears £14,079
	<p>Customers will be able to</p>	<p>Update on availability and usage of digital platform</p>		

Digital engagement	access YHG service via a digital platform including web chat, email, text and via the website and social media	<ul style="list-style-type: none">• Number of customers accessing services digitally		13,957 customers signed up to 'Your Home Hub' across YHG
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