

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 July to Dec 23) 	N/A	57
		<ul style="list-style-type: none"> Average re-let time (01 Jan to 30 June 23) 	28.5 days	66 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"> Average Responsive Repair Completion Time (01 July to 30 Nov 23) 	Responsive Repairs	
			21 days	39 days
			Minor Works	
		63 days	70 days	
		<ul style="list-style-type: none"> Average cost of repair (01 July to 30 Nov 23) 	N/A	£72.28
<ul style="list-style-type: none"> Customer satisfaction with repairs service (01 July to 30 Nov 23) 	88%	78%		

<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>Community Investment</p> <p>Employment & Training support is delivered from 3 locations in the Staffordshire Moorlands area every week.</p> <p>The Learning Curve in Biddulph, Haregate Community Centre in Leek and Cheadle Community Fire Station in Cheadle is available to local residents to attend to get support with employment, training or other wellbeing needs. Lead by YHG's Community Investment Team with support from partners such as NHS Step On, Acorn Training, DWP, Leek College, NHS Social Prescribers, Volunteering Bureau and local PCSO's, residents can access a range of services and support from these locations.</p> <p>From April 2023 to the end of December 2023 we have supported:</p> <ul style="list-style-type: none"> • 36 People Into Work • 108 People Completed Accredited Training • 31 People Volunteering Weekly
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Money Advice	<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 – 1st July to 31st December 2023</u> <i>184/169 customers based in the Staffordshire Moorlands locality referred for assistance from the Money Advice Team</i> £346,437.90 secured in benefit gains, including; £54,556.16 Universal Credit payments and £84,578.53 Housing Benefit payments 88 charitable grants obtained for the purchase of white goods, energy and other essential items, worth £5,284.58 including £1,145 in food vouchers and £2,418 in</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.</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 could include customer with issues around substance abuse, mental health, domestic abuse.</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><i>fuel vouchers issued to customers in crisis.</i></p> <p><u>YHG Tenancy Support Service between 1st April 2023 and December 2023</u></p> <p><u>Cases referred</u> between April – December 23 -501 customers referred.</p> <p><u>Customers closed</u> between April and November 23 – 370</p> <p><u>Customers who received support and actions where completed</u> between April and November 23 – 273</p> <p>TSO for Staffordshire, Moorlands and Cheshire East has had 12 added to case load between April – December 23</p> <p><u>Total grants</u> received for the customers of the tenancy support team between April – December 23 is - £76.461.75 <u>DHP claims</u> awarded during this time -£2,859.</p>
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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		14,670 customers signed up to 'Your Home Hub' across YHG
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