




Appendix 7 – CBH Business Plan Year 1 delivery – measures of success

		Year 1 Delivery		
Inspired People		Best companies '2 star' performer	'one star' obtained	●
		12 apprenticeships completed or in process	2 apprenticeships in progress	●
		Efficiency improvements equivalent to 1200 days over plan period	310 days delivered	●
Great Homes		500 additional affordable homes delivered or in pipeline	37 delivered, 368 in pipeline	●
		65 PRS homes acquired or in pipeline	13 acquired	●
		2 regeneration schemes approved	planning commenced	●
		87% satisfied with overall quality of home	80% at end of Year 1	●
		100% of homes meet compliance requirements	99.5% for Big 6	●
		Carbon reduction target	72.96 against target SAP of 72.44	●
Stronger Communities		90%+ customer satisfaction	85% at end of Year 1	●
		85% satisfied CBH listens to their views and acts upon them	73% at end of Year 1	●
		35% of customer contact transitioned to digital services	11% of customers transitioned to CBH portal, all payments transitioned to new methods following cash hall closure	●
		Deliver £15m of Social Value per year	£9.35m delivered in Year1	●
		Support 150 customers into jobs and training each year	111 in Year 1	●
		£1m of additional benefits for tenants each year	£1.3m in Year 1	●
		5000 partner hours delivered to our customers each year	754 in Year 1	●
		150 positive homelessness preventions per year	93 positive homeless preventions; 275 homeless relief cases with positive outcome	●
		£1.5m of benefits delivered for Housing Options customers per year	£2.3m in Year 1	●