

**CHAIN Milestones and Quarterly Monitoring**

<b>Milestone</b>	<b>Performance Target</b>	<b>Quarter</b>	<b>Funding target RAG</b>
CHAIN is available to registered users 24/7 with minimum downtime.	<2% downtime		
The service will produce regular analysis of data on CHAIN for the GLA, local authority commissioners and project managers.	London wide <i>Street to Home</i> : an annual report, the draft end of year report to be available within 6 weeks of year end and published within 12 weeks.		
The service will produce two specific research reports every six months. Subjects to be appointed by the GLA.	The service will produce two specific research reports every six months.		

**Contract Monitoring Performance**

<b>Performance</b>	<b>Performance Target</b>	<b>Quarter</b>	<b>Funding Target RAG</b>
The service will run a help desk facility available to users to access during office hours.	Requests received during office hours are resolved within 3 days.  Requests received outside of office hours are resolved within 5 days.		
The service will develop the CHAIN system as directed by the GLA.	Approved development requests are completed to timescales approved by the GLA.		
The service will produce regular analysis of data on CHAIN for service managers of organisations using the database.	Monthly performance monitoring reports issued which enable checking compliance against team targets and providing summary data for individual projects.		
The service will produce analysis of data on CHAIN for the Mayor's Rough Sleeping Group.	Reports provided in time for LDB and reports published 6 weeks after the period as per previous target.		
The service will produce other analysis and reports for service users (managers), the GLA, local authority commissioners or approved partners.	Reports to be delivered within agreed timescales.		
The service will respond to ad-hoc requests for information from the GLA, local authority commissioners, service users (managers) and approved partners.	Requests to be completed within agreed timescales.		
The service will make sure all users of CHAIN are trained in use of their system in a way that is appropriate to	The service will offer CHAIN "induction" and "refresher" training for workers and managers in		

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their job role. Thereby ensuring the quality of data recorded on CHAIN and that CHAIN users can make best use of the resource.	outreach teams, hostels, day centre etc at least twice per year. The service will also offer “understanding the data recorded on CHAIN” training for managers and commissioners at least twice per year. Offers must be advertised in an appropriate and timely manner.		
CHAIN will respond to requests for on-site training and support. The service will also proactively manage this training need through evaluating the quality of data recorded on CHAIN.	The service will hold at least 5 onsite training and/ or support sessions each quarter - identifying services with the greatest need for this training as well as those requesting it.		
The service will ensure the integrity of the CHAIN database by regularly and proactively monitoring the quality and accuracy of data entered onto the database and will work with service users to identify and solve data quality issues.	The service will run monthly reports on duplicate records, possible duplicate records, missing key fields, overall record completion and the consistency of recorded information.		
The service provider will draw up access agreements for all organizations with registered CHAIN users, which are consistent with the GLA’s Rough Sleeper Services Information Sharing Protocol and ensure that all organizations with CHAIN users have signed an access agreement before being allowed access to CHAIN.	100%		
Data subjects should be asked to give their consent for their information to be recorded on CHAIN. However, it is recognized that for some data subjects met on the streets this will be impractical and data will need to be recorded on CHAIN before consent can be obtained. Where this occurs consent must be obtained as soon as possible afterwards and provision must be made to remove the data of clients who subsequently refuse their consent.	<p>90% of identified clients have given their consent to be recorded on CHAIN.</p> <p>No client who has not given consent on CHAIN remains on the database for longer than 2 months. This includes unidentified clients.</p>		