

Homes for Haringey Ltd RESIDENT INVOLVEMENT AGREEMENT MONITORING APRIL 2010 - MARCH 2011

Quarter 1 Quarter 2 Quarter 3 Quarter 4
Apr-Jun 10 July-Sept 10 Oct-Dec 10 Jan - Mar 11

The following items form part of the Resident Involvement Agreement Monitoring	Definition	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Target	Red, Amber, Green Status of Quarter 1	Year to Date	Red, Amber, Green Status of Year to Date
Recognition and funding processing	Recognition and funding applications from residents associations processed within 21 days of receiving completed applications and supporting information as a percentage of all applications received	100%	100%	80%	100%	90%		97%	
To contact community groups quarterly	Contact with community groups per quarter as a percentage of all groups wanting contact with Homes for Haringey	100%	100%	100%	100%	90%		100%	
To contact recognised residents' associations quarterly	Residents associations contacted each quarter as a percentage of recognised residents associations.	100%	100%	100%	100%	100%		100%	
To contact new leads monthly	New resident involvement leads contacted each month as a percentage of all new residents involvement leads. Leads are counted as new for three months following first contact	100%	100%	100%	100%	70%		100%	
Responding to new leads within 10 days of first contact	Contacts made to new resident involvement leads within 10 working days as a percentage of all new leads.	100%	100%	100%	67%	90%		92%	
Number of training sessions delivered	Count of the number of (internal) training sessions that have been delivered	7	11	16	11	5 Sessions per Quarter. 20 Sessions per Financial Year		45	
Number of residents attending training sessions	Count of the number of tenants attending (internal) training sessions	30	72	88	90	25 Residents Attending Sessions per Quarter. 100 Residents Attending Sessions per Financial Year		280	
Percentage of attendees to be satisfied with learning outcomes of training	Attendees satisfied with learning outcomes of training as a percentage of all who attended the session	96%	96%	97%	81%	90%		91%	
Attendees reporting an increased confidence after training session	Attendees reporting increased confidence after attending a training session as a percentage of all who attended the session	100%	71%	66%	60%	70%		69%	
Attendees who would recommend the training course to a friend	Attendees who would recommend the training session to a friend as a percentage of all who attended the session	100%	97%	98%	93%	90%		96%	