

Indicator	Tolerance	Performance		Target	Latest Performance	Judgement		Direction of Travel		Commentary
		2007-08	2008-09	2009-10		September	December	September	December	
Citizen										
NI 171 – VAT registration rate per 10,000 resident population aged 16+ (LAA)	Bigger is better		59.2	41.8 (2009)	49.7	3	4	n/a	▼	All activity is taking place as planned- Summary of activity: Creation of business start up grants and business growth grants. - Business Booster Grant now operational, approved 9 grants. - Training Voucher all available funding has been committed. Retail Support in Rural areas and Market Towns - Skillsmart providing retail analysis of Market Towns (AWM Funded), is an ongoing programme of events. Conversion of existing businesses to VAT and PAYE registration. - Holding VAT registration roadshows with HMRC, have held four this calendar year and a future four between January and March, targeted at those businesses not VAT registered who could make the change. - Funding secured for roadshows, first round of these has been held, a small scale review of these will occur before the next round of four roadshows. These will publicise benefits of VAT and PAYE registration.
NI 168 – condition of principal roads (proxy: delivery against highway maintenance plan) (LAA)	Smaller is better	6%	4%	5%	5% (final)	3	3	▼	▼	Action plan being delivered to programme to impact on next year's target.
NI 169 – condition of non-principal roads (proxy: delivery against highway maintenance plan) (LAA)	Smaller is better	11%	11%	9%	9% (final)	3	3	▲	▲	Action plan being delivered to programme to impact on next year's target.
Service										
NI 182 – business satisfaction with regulatory services	Bigger is better			72%	56% (to September)	1	1	n/a	n/a	Performance for the second quarter has fallen, and the reasons behind this are being investigated. It is possible that this year's target may not be reached.
Partnership										
NI 152 – working age people on out of work benefits (LAA)	Smaller is better	8.90%	8.80%	8.6% (2009-10) 8.4% (2010-11)	10.2% (to September)	3	1	n/a	▼	Progress against actions: ESF funded project 'Engage' focused at getting long term unemployed from priority wards into employment - now operational. Future Jobs Fund money now secured and recruitment of the Employment Placement Officer is underway. The project will run from Oct 09 until March 2010. This project is also aimed at getting worklessness young individuals back into work. Successfully secured ABG funding to encourage individuals to access support and advice. Connections to Opportunities funding is now secured. This will enable a further project aimed at lone parents and those on incapacity benefits- to be progressed. £50K Connecting Communities funding has also been secured which will enable further tailored provision in the Newton Farm and Golden Post areas of South Wye. Follow-n Future Jobs Funding could be applied for if the initial project is successful. This would run to 2011 and permit more beneficiaries.

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NI 163 – working age people qualified to Level 2 or higher (LAA)	Bigger is better	69.8% (2007)		74.8% (2009)		3	3	n/a	n/a	All action plan activity is taking place and on target.	
NI 178 – bus services running on time (LAA)	Bigger is better	67%	80%	80%		3	3	n/a	n/a	Annual Data, data next due March 2010. All planned activity has either been achieved or is on target to date.	
Statutory											
NI 157 – processing of planning applications: Major applications within 13 weeks Minor applications within 8 weeks Other applications within 8 weeks	Bigger is better									Performance for the last quarter of the year has fallen to 68%, 54% and 61% respectively, attributable to the introduction of Civica. A variety of measures have been introduced to ensure that this does not continue into the 4th Quarter. All other activity is progressing as planned to date. Performance for the 9 months to December last year was 69%, 72% and 86% respectively. These problems are due to the implementation of the new IERS System and there is currently a 3/4 week backlog of applications. Measures however are in place to combat this and system problems are being worked through with Civica.	
a) Major applications within 13 weeks			73%	60%	71% (December)	4	4	▲	▲		
b) Minor applications within 8 weeks				73%	65%	67% (December)	4	3	▲		▼
c) Other applications within 8 weeks				87%	80%	74% (December)	3	1	▼		▼