

Indicator	Lead Director	Tolerance	Target		Latest Performance	Judgement		Direction of Travel		Analysis
			2008-09	2009-10		December	March	December	March	
<b>Citizen</b>										
NI 171 – VAT registration rate per 10,000 resident population aged 16+ (LAA)	Director of Regeneration	Bigger is better	59.2 (2007)	41.8 (2009)	49.7 (2008)	4	4	▼	▼	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)	Director of Environment and Culture	Smaller is better	4%	5%	5%	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)	Director of Environment and Culture	Smaller is better	11%	9%	9%	3	3	▲	▲	Action plan being delivered to programme to impact on next year's target.
<b>Service</b>										
NI 182 – business satisfaction with regulatory services	Director of Environment and Culture	Bigger is better		72%	62% (provisional)	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.

Indicator	Lead Director	Tolerance	2008-09	Target	Latest Performance	Judgement		Direction of Travel		Analysis
			2009-10	2009-10		December	March	December	March	
<b>Partnership</b>										
NI 152 – working age people on out of work benefits (LAA)	Director of Regeneration	Smaller is better	8.80%	8.6% (2009-10) 8.4% (2010-11)	10.2% (to September)	1	1	▼	▼	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.
NI 163 – working age people qualified to Level 2 or higher (LAA)	Director of Regeneration	Bigger is better	72% (2008)	74.8% (2009)	Due September 2010	3	3	n/a	n/a	All action plan activity is taking place and on target.
NI 178 – bus services running on time (LAA)	Director of Regeneration	Bigger is better	80%	80%	86%	3	3	n/a	▲	
<b>Statutory</b>										
NI 157 – processing of planning applications: Major applications within 13 weeks Minor applications within 8 weeks Other applications within 8 weeks	Director of Regeneration	Bigger is better								The fluctuating nature of this and the other outturns can be attributed to problems with the Civica software that was implemented in September, which has led to a significant backlog of applications. The department are making significant progress towards clearing this backlog and have seconded two further staff to the work area, however clearing the backlog does have a knock on effect in that there is a significant risk that 'Other' applications may come in below target at the end of year. There are some practical methods that have been introduced in order to ensure that until the end of March the applications being determined are those deemed most beneficial to the County.
a) Major applications within 13 weeks			73%	60%	79%	4	4	▲	▲	
b) Minor applications within 8 weeks			73%	65%	67%	3	3	▼	▼	
c) Other applications within 8 weeks			87%	80%	72%	1	1	▼	▼	