

Appendix A – Shop Frontage Improvement Scheme

INTERVENTIONS USED TO ACHIEVE PERFORMANCE TARGETS - Shop Frontage Improvement Scheme

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| Reference No. | | Description | Building confidence in Coalville – shop frontage improvements (companies engaged) | | | | | | | | | | | | | |
| Lead Officer | | Mark Fiander | Date Plan Completed | 5.9.18 | | | | | | | | | | | | |
| Performance Out-turn | | 2015/16 | | | | | 2016/17 | | | | | 2017/18 | | | | |
| | | Q1 | Q2 | Q3 | Q4 | Full Year | Q1 | Q2 | Q3 | Q4 | Full Year | Q1 | Q2 | Q3 | Q4 | Full Year |
| Overall Measure | Target | | | | | | | | | | | | | | | |
| | Actual | | | | | | | | | | | | | | | |
| Explanation of Current Performance | | 8 companies against a target of 10 have been engaged in Q1 in relation to shop front grants. This is because the scheme has not been actively promoted to enable a review of processes to take place. This review has sought to ensure that companies are provided with a high quality service and has identified the need for a number of small changes. These changes are being put in place so that, subject to member approval, the scheme can be relaunched in early 2019. | | | | | | | | | | | | | | |
| Interventions in the last 3 months and evaluation of impact | | Scheme halted to enable review (but with the three applications that had already been submitted being considered via the existing process to avoid delaying them) | | | | | | | | | | | | | | |

INTERVENTION PLAN TO ACHIEVE PERFORMANCE TARGETS

| | Key Interventions in Place to Achieve Performance | By When | By Who | Resource Implications | Most Significant Risk to Achievement of Intervention | Contingency Intervention for Most Significant Risk | Monitoring Process | Outcomes expected from intervention |
|---|----------------------------------------------------------|--------------------------------------|---------------|------------------------------|-------------------------------------------------------------|-----------------------------------------------------------|------------------------------------------|-----------------------------------------------|
| 1 | Complete changes to scheme processes | Complete changes to scheme processes | Dec. '18 | Business Focus | Internal staff resource | Lack of staff resource | Prioritise work | Business Focus work plan updates to HoS. |
| 2 | Relaunch scheme | Relaunch scheme | Jan. '19 | Business Focus | Internal staff resource | Member approval | Consult members before finalising scheme | Member approval followed by quarterly reports |