

# APPENDIX A

## INTERVENTIONS USED TO ACHIEVE PERFORMANCE TARGETS

|   |        |   |   |    |          |           |         |    |    |    |           |         |    |    |    |           |
|---|--------|---|---|----|----------|-----------|---------|----|----|----|-----------|---------|----|----|----|-----------|
| Reference No.   |        | Description   | Building confidence in Coalville – shop front grants (businesses engaged) |    |          |           |         |    |    |    |           |         |    |    |    |           |
| Lead Officer  |        | Barrie Walford  | Date Plan Completed   |    | 02.05.19 |           |         |    |    |    |           |         |    |    |    |           |
| Performance Out-turn  |        | 2018/19   |   |    |          |           | 2019/20 |    |    |    |           | 2020/21 |    |    |    |           |
|   |        | Q1  | Q2  | Q3 | Q4       | Full Year | Q1      | Q2 | Q3 | Q4 | Full Year | Q1      | Q2 | Q3 | Q4 | Full Year |
| Overall Measure   | Target | 10  | 10  | 10 | 10       |           |         |    |    |    |           |         |    |    |    |           |
|   | Actual | 8   | 0   | 0  | 0        |           |         |    |    |    |           |         |    |    |    |           |
| Explanation of Current Performance                          |        | <p>Zero companies against a target of 10 have been engaged in Q4 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.</p> <p>The lead project officer in consultation with the Business Focus Manger, the Head of Economic Development and the Director of Place agreed to pause the delivery of the Coalville Shopfronts programme to allow for a mid-point review to be completed.</p> <p>The review highlighted a number of recommendations to improve the efficiency in managing, administering and delivering the scheme.</p> <p>Project officers prepared a paper to strategy group to present the mid-point review and seek approval to amend the scheme.</p> <p>The Coalville frontages scheme will be reopened to applications in June 2019.</p> |   |    |          |           |         |    |    |    |           |         |    |    |    |           |
| Interventions in the last 3 months and evaluation of impact |        | Scheme halted to enable review.   |   |    |          |           |         |    |    |    |           |         |    |    |    |           |

|  |  |
|--|--|
|  |  |
|--|--|

| INTERVENTION PLAN TO ACHIEVE PERFORMANCE TARGETS |   |           |                |                          |   |   |   |   |
|--|---|-----------|----------------|--------------------------|---|---|---|---|
|  | Key Interventions<br>in Place to Achieve<br>Performance | By When   | By Who         | Resource<br>Implications | Most<br>Significant<br>Risk to<br>Achievement<br>of<br>Intervention | Contingency<br>Intervention for<br>Most Significant<br>Risk | Monitoring<br>Process                               | Outcomes<br>expected from<br>intervention                   |
| 1  | Complete changes to scheme processes                    | Dec. '18  | Business Focus | Internal staff resource  | Lack of staff resource  | Prioritise work   | Business Focus work plan updates to Head of Service | Scheme improved to reflect findings of mid-point evaluation |
| 2  | Relaunch scheme   | June. '19 | Business Focus | Internal staff resource  | Strategy Group approval   | Consult members before finalising scheme                    | Member approval followed by quarterly reports       | Scheme relaunched in 2019 and eligible shop fronts improved |