

ANNEX 1: INDICATIVE MONITORING & EVALUATION INDICATORS

(from Commission's Working Paper No. 3)

This Annex identifies the range of indicators that are relevant to the Cornwall and Scilly Objective 1 SPD. The sources for this Annex are:

- ◆ Cornwall & Isles of Scilly Objective 1 SPD
- ◆ The new programming period 2000-2006: methodological working papers - Working Paper 3 Indicators for Monitoring and evaluation: An indicative methodology

These indicators have been tested for their appropriateness in the development of the Programme Complement, and where relevant, have been used to provide quantified targets at the Measure level. The indicators and targets will be approved by the PMC

Objective 1 Measure	Field of Intervention	Output	Result	Impact
Priority 1 SME and Micro-Business Support				
1.1 Creating the Economic Conditions for Competitive SMEs and Businesses	161 Investment in physical capital 164 Shared Business services (business estates, incubator units etc.) 171 Physical Investment (Tourism) 183 RTDI Infrastructure 351 Upgrading and Rehabilitation of industrial and military sites	<ul style="list-style-type: none"> I Ha of industrial sites made available I Number of projects receiving financial assistance ● Specialist support centres ● Floorspace constructed/ refurbished (m2) ● Premises up-graded for ICT infrastructure 	<ul style="list-style-type: none"> I Direct private investment in financially supported firms (in Meuro and % of total investment) I Satisfaction rate of beneficiaries (male/female) 	<ul style="list-style-type: none"> I Increase in value added after 18 months (%) I Gross/net employment created or safeguarded after 2 years (number and % of total jobs) I Regional firms of which SMEs as a % of suppliers to assisted businesses after 18 months ("knock-on effects")
1.2 Financial Engineering for SMEs	155 Financial Engineering 165 Financial Engineering	<ul style="list-style-type: none"> ● Number/volume of guarantee funds receiving financial support ● Number of leasing operation schemes receiving operational support ● Number of firms/new starts assisted with financial support 	<ul style="list-style-type: none"> I Number of companies satisfied with funding provided 	<ul style="list-style-type: none"> I Gross/net employment created or safeguarded after 2 years (number and % of total jobs)
1.3 Developing Competitive SMEs	154 Services to stakeholders 163 Business Advisory services (information, business planning etc.)	<ul style="list-style-type: none"> I Number of SMEs (Men/Women owners) receiving advisory services² 	<ul style="list-style-type: none"> I Number of SMEs becoming new exporters I Number of SMEs exporting to new markets I % SMEs satisfied with services provided 	<ul style="list-style-type: none"> I % export sales³ in turnover of assisted SMEs after 18 months I Increase in value added generated after 18 months I Gross/net employment created or safeguarded after 2 years (number and % of total jobs)
1.4 Processing and	1309 Development and	Number of projects		

² A minimum of definition of assistance is required to avoid five-minute conversations with businesses being counted as support. Within the framework of UK objective 2 programmes, " assistance " is set a minimum of 5 days of support, or its financial equivalent (#3500 ECU).

³ Export sales are defined as the value of all sales and contracts by businesses to consumers, companies and organisations outside the region concerned. A further indicator may be the value of sales beyond the country concerned.

Marketing of Quality Agricultural Products	Improvement of infrastructure connected with the development of agriculture	granted assistance ● Number of agricultural SMEs assisted		
1.5 Supporting the New Entrepreneur	161 Investment in physical capital 163 Business Advisory Services (information, business planning etc.)	<ul style="list-style-type: none"> ■ Number of SMEs receiving financial support (Men/Women owners) ■ Number of new SMEs receiving financial support (Men/Women owners) 	<ul style="list-style-type: none"> ■ New/increased sales in SMEs (Meuro) ■ Direct private investment in financially supported firms (in Meuro and % of total investment) ■ number of women project owners in private projects (% of total) 	<ul style="list-style-type: none"> ■ Survival rate⁴ of new SMEs receiving financial support still in business after 18 months (%) ■ Gross/net employment created or safeguarded after 2 years (number and % of total jobs) ■ Increase in turnover of firms having received financial support after two years
1.6 Developing sectors with growth potential	152 Environmental friendly technologies clean and economical energy technologies 162 Environment-friendly technologies 161 Investment in physical capital 163 Business Advisory Services (information, business planning etc.)	<ul style="list-style-type: none"> ■ Number of SMEs receiving financial support (Men/Women owners) ■ Number of new SMEs receiving financial support (Men/Women owners) 	<ul style="list-style-type: none"> ■ New/increased sales in SMEs (Meuro) ■ Direct private investment in financially supported firms (in Meuro and % of total investment) ■ number of women project owners in private projects (% of total) 	<ul style="list-style-type: none"> ■ Survival rate⁵ of new SMEs receiving financial support still in business after 18 months (%) ■ Gross/net employment created or safeguarded after 2 years (number and % of total jobs) ■ Increase in turnover of firms having received financial support after two years
1.7 New Employment Opportunities	24 Workforce, flexibility, entrepreneurial activity, innovation, information and communication technology	<ul style="list-style-type: none"> ■ No of employees in training programmes ■ No of SMEs reached receiving financial support for training ■ No of beneficiaries 	<ul style="list-style-type: none"> ■ Increase in SMEs training budget (% increase) 	<ul style="list-style-type: none"> ■ Number of beneficiaries (persons) having launched a business after 2 years (Men/Women) ■ Increase in value added after 18 months ■ Rise in worker productivity as a result of raised skill levels (% increase in turnover / employee) ■ Gross/net employment created or safeguarded after 2 years (number and % of total jobs)

⁴ The survival rate is the proportion of new businesses that are still trading after 18 months. This is beyond the normal subsidy period and is sufficient to gauge whether or not the business is basically viable.

⁵ The survival rate is the proportion of new businesses that are still trading after 18 months. This is beyond the normal subsidy period and is sufficient to gauge whether or not the business is basically viable.

PRIORITY 2: STRATEGIC INVESTMENTS				
2.1 Strategic Sites and Premises	151 Investment in physical capital 152 Environmental-friendly technologies 153 Business advisory services 154 Services to stakeholders 351 Upgrading and rehabilitation of industrial sites	<ul style="list-style-type: none"> Number of large businesses receiving financial support Hectares of serviced land Constructed/ refurbished floorspace (m²) 	<ul style="list-style-type: none"> Direct private investment in financially supported firms (in Meuro and % of total investment) Floor space constructed / refurbished (m²) 	<ul style="list-style-type: none"> Gross/net employment created or safeguarded after 2 years (number and % of total jobs) Increase in turnover of firms that have received financial support after two years (%)
2.2 Employment Growth Centres	151 Investment in physical capital 152 Environmental-friendly technologies 153 Business Advisory Services 154 Services to stakeholders	<ul style="list-style-type: none"> Number of large businesses receiving financial support 	<ul style="list-style-type: none"> Direct private investment in financially supported firms (in Meuro and % of total investment) Floor space constructed / refurbished (m²) 	<ul style="list-style-type: none"> Gross/net employment created or safeguarded after 2 years (number and % of total jobs) Increase in turnover of firms that have received financial support after two years (%)
2.3 Embedding the benefits of new investment				
Transferred to Measure 2.5				
2.4 Strategic Regional Infrastructure	311 Rail 313 Road 314 Airports 315 Ports 317 Urban Transport 318 Multimodal Transport 322 Information and Communication Technology	<ul style="list-style-type: none"> Number of ports and harbours upgraded 	<ul style="list-style-type: none"> Increase in number of containers per year Reduction of waiting time of ships before docking (%) Reduction of turnaround time of vessels Increase of number of shipping lines calling in the port Reduction of average import dwell time Reduction of turnaround time of road vehicles 	<ul style="list-style-type: none"> Increase in traffic flow of passengers/vehicle s/freight after one year (%) Environmental impact (% increase/decrease) Gross/net employment created or safeguarded after 2 years (number and % of total jobs)
2.5 Strategic Investments	151 Investment in physical capital 152 Environmental-friendly technologies 153 Business advisory services 154 Services to stakeholders 351 Upgrading and rehabilitation of industrial sites 163 Business advisory services	<ul style="list-style-type: none"> Number of large businesses receiving financial support Hectares of serviced land Constructed/ refurbished floorspace (m²) Number of SMEs (Men/Women owners) receiving advisory services) 	<ul style="list-style-type: none"> Direct private investment in financially supported firms (in Meuro and % of total investment) Floor space constructed / refurbished (m²) ● Number of SMEs becoming new exporters ● Number of SMEs exporting to new markets % of SMEs satisfied with services provided 	<ul style="list-style-type: none"> Gross/net employment created or safeguarded after 2 years (number and % of total jobs) Increase in turnover of firms that have received financial support after two years (%) ● % of export sales in turnover of assisted SMEs after 18 months ● Increase in value added generated after 18 months Gross/ net employment created or safeguarded after 2 years (number and

2.6 Micro Business Workspace Development	161 Investment in Physical Capital	<ul style="list-style-type: none"> Number of SMEs receiving financial support (Men/Women owners) Number of new SMEs receiving financial support (Men/Women owners) 	<ul style="list-style-type: none"> New/increased sales in SMEs (Meuro) Direct private investment in financially supported firms (in Meuro and % of total investment) number of women project owners in private projects (% of total) 	<p>% of total jobs)</p> <ul style="list-style-type: none"> Survival rate⁶ of new SMEs receiving financial support still in business after 18 months (%) Gross/net employment created or safeguarded after 2 years (number and % of total jobs) Increase in turnover of firms having received financial support after two years
2.7 The Knowledge Driven Region	183 RTDI Infrastructure 322 Information and Communication Technology 324 Services and applications for SMEs	<ul style="list-style-type: none"> Surface area made available (Ha) Floor space constructed / refurbished (m²) Number of joint services created 	<ul style="list-style-type: none"> Number of R&D jobs created (FTEs Men/Women) Number of SMEs having access to joint services 	<ul style="list-style-type: none"> Number of small firms established in park (after one year) Number of small high-tech firms established in park (after one year) Gross/net employment created or safeguarded after 2 years (number and % of total jobs)

PRIORITY 3: DEVELOPING PEOPLE

3.1 Active Labour Market Policies	<p>21 Labour market policy: Assistance to persons Assistance to structure and systems</p> <p>323 ICT services & applications for the citizen</p> <p>22 Social Inclusion</p> <p>Assistance to persons (pathways to integration, integrated measures, specific training measures)</p> <p>Assistance to structures and systems</p>	<ul style="list-style-type: none"> Number of beneficiaries Number of places offered Number of trained trainers Number of projects Number of beneficiaries Number of local initiative projects Number of projects 	<ul style="list-style-type: none"> Placement rate of beneficiaries into employment (%). Unemployed making use of supplementary advisory services (%) Increase in the coverage ratio of the reference population (%) Increase in duration of work experience (average/ beneficiary) Raising of qualifications (number of beneficiaries having obtained a diploma or certificate) Satisfaction rate of beneficiaries Number of associations of socio-economic partners within the framework of territorial pacts created Increase in the coverage ratio of the reference population 	<ul style="list-style-type: none"> Placement rate of the beneficiaries after 1 year Unemployment reduction of target population (%) Placement rate of the beneficiaries after 1 year. Placement rate of the beneficiaries after 1 year Unemployment reduction of target employment (%) Sustainability of associations (% still existing 2 years after end of support)
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⁶ The survival rate is the proportion of new businesses that are still trading after 18 months. This is beyond the normal subsidy period and is sufficient to gauge whether or not the business is basically viable.

3.2 Learning for competitive business and for enterprise – adaptability and entrepreneurship	24 Workforce Flexibility, entrepreneurial activity, innovation, information and communications technology Assistance to persons Assistance to structures and systems	<ul style="list-style-type: none"> ● Number of employees in training programmes (type, duration) ● Number of SMEs reached receiving financial support training (size, type, duration) ● Number of beneficiaries ● Number of counselling services offered to SMEs ● Number of projects 	<ul style="list-style-type: none"> ● Increase in SMEs training budget (% increase) 	<ul style="list-style-type: none"> ● Number of beneficiaries (persons) having launched a business after 2 years (Men/ Women) ● Increase in value added after 18 months ● Rise in worker productivity as a result of raised skill levels (%increased in turnover/ employee) ● Gross/ net employment created/ safeguarded (number and % of total jobs)
3.3 Lifelong Learning	23 Developing educational and vocational training (persons, firms) Assistance to structures and systems 323 ICT services & applications for the citizen	<ul style="list-style-type: none"> ● Number of training places created (hours, days) ● Number of projects ● Number of trainers/ counsellors having raised their qualifications 	<ul style="list-style-type: none"> ● Increase in the coverage ratio of the reference population (%) 	<ul style="list-style-type: none"> ● Diminution of early school leavers (%) ● Increase in target population qualifications (%)
3.4 Promoting Social Inclusion	22 Social Inclusion Assistance to persons (pathways to integration, integrated measures, specific training measures) Assistance to structures and systems	<ul style="list-style-type: none"> l Number of beneficiaries l Number of local initiative projects l Number of projects 	<ul style="list-style-type: none"> l Increase in duration of work experience (average/ beneficiary) l Raising of qualifications (number of beneficiaries having obtained a diploma or certificate) l Satisfaction rate of beneficiaries l Number of associations of socio-economic partners within the framework of territorial pacts created l Increase in the coverage ratio of the reference population 	<ul style="list-style-type: none"> l Placement rate of the beneficiaries after 1 year l Unemployment reduction of target employment (%) l Sustainability of associations (% still existing 2 years after end of support)
3.5 Increasing the participation of women	25 Positive Labour Market Actions for women Assistance to persons (career progression of women, entrepreneurship among women) Assistance to structures and systems	<ul style="list-style-type: none"> ● Number of beneficiaries ● Amounts of business grants/ loans (aver/ beneficiary) ● Number of hours spent in "specific action" - training l Number of awareness raising events l Number of new networks supported l Number of projects 	<ul style="list-style-type: none"> ● Placement rate of beneficiaries into employment (%) ● Proportion of target population having participated in "specific actions" 	<ul style="list-style-type: none"> ● Increase in female activity rates in the labour market (%) ● Increase in female employment rates in the labour market after 1 year) ● Increase of women/ men employed in male/ female dominated sectors and occupations after 2 years (%) ● Sustainability of networks (% still

				existing 2 years after end of support)
3.6 Infrastructure for Learning	181 Research projects based in universities and research institutes 182 Innovation and technology transfers 183 RTDI Infrastructure	<ul style="list-style-type: none"> I Number of firms receiving financial support for RTDI projects and technology purchase I Number of advice/training sessions I Number of SMEs assisted I Number of collaborative projects between firms and research institutions supported 	<ul style="list-style-type: none"> I Number of local enterprises involved in supported joint research projects (of which SMEs) I Increase of investment in RDTI by enterprises involved in joint projects I % SMEs satisfied with the service 	<ul style="list-style-type: none"> I Number of collaborative arrangements between research institutions and assisted firms after one year I Number of regional enterprises involved declaring positive spin-offs after 18 months (of which SMEs) I Number of assisted firms purchasing patents, licenses or involved in collaborative projects (after one year) I Number of new products/processes marketed by firms receiving financial support I Value added generated after two years I Gross/net employment created or safeguarded after 2 years (number and % of total jobs)
3.7 New Employment Opportunities	24 Workforce Flexibility, entrepreneurial activity, innovation, information and communications technology Assistance to persons	<ul style="list-style-type: none"> I Number of employees in training programmes (type, duration) I Number of SMEs reached receiving financial support for training (size, type, duration) I Number of beneficiaries 	<ul style="list-style-type: none"> I Increase in SMEs training budget (% increase) 	<ul style="list-style-type: none"> I Number of beneficiaries (persons) having launched a business after 2 years (Men/Women) I Increase in value added after 18 months I Rise in worker productivity as a result of raised skill levels (% increase in turnover / employee) I Gross/net employment created or safeguarded after 2 years (number and % of total jobs)
3.8 Using Active Labour Market Policies to promote Social Inclusion	21 Labour market policy: Assistance to persons Assistance to structure and systems 323 ICT services & applications for the citizen 22 Social Inclusion Assistance to persons (pathways to integration, integrated measures, specific	<ul style="list-style-type: none"> I Number of beneficiaries I Number of places offered I Number of trained trainers I Number of projects I Number of beneficiaries I Number of local initiative projects I Number of projects 	<ul style="list-style-type: none"> I Placement rate of beneficiaries into employment (%) I Unemployed making use of supplementary advisory services (%) I Increase in the coverage ratio of the reference population (%) I Increase in duration of work experience (average/beneficiary) 	<ul style="list-style-type: none"> I Placement rate of the beneficiaries after 1 year I Unemployment reduction of target population (%) I Placement rate of the beneficiaries after 1 year. I Placement rate of the beneficiaries after 1 year I Unemployment reduction of target employment (%) I Sustainability of

	training measures) Assistance to structures and systems		<ul style="list-style-type: none"> I Raising of qualifications (number of beneficiaries having obtained a diploma or certificate) I Satisfaction rate of beneficiaries I Number of associations of socio-economic partners within the framework of territorial pacts created I Increase in the coverage ratio of the reference population 	associations (% still existing 2 years after end of support)
3.9 Research and Knowledge	24 Workforce Flexibility, entrepreneurial activity, innovation, information and communications technology Assistance to persons Assistance to structures and systems	<ul style="list-style-type: none"> ● Number of employees in training programmes (type, duration) ● Number of SMEs reached receiving financial support training (size, type, duration) ● Number of beneficiaries ● Number of counselling services offered to SMEs ● Number of projects 	<ul style="list-style-type: none"> ● Increase in SMEs training budget (% increase) 	<ul style="list-style-type: none"> ● Number of beneficiaries (persons) having launched a business after 2 years (Men/ Women) ● Increase in value added after 18 months ● Rise in worker productivity as a result of raised skill levels (%increased in turnover/ employee) ● Gross/ net employment created/ safeguarded (number and % of total jobs)

PRIORITY 4: COMMUNITY ECONOMIC DEVELOPMENT AND RURAL SECTORAL ADJUSTMENT

4.1 Community Economic Development	161 Investing in physical capital 164 Shared business services 166 Services in support of the social economy (providing care for dependants, health and safety, cultural activities) 317 Urban Transport 352 Rehabilitation of Urban Areas 36 Social Infrastructure and Public Health	<ul style="list-style-type: none"> I Number of SMEs receiving financial support (Men/Women owners) I Number of new SMEs receiving financial support (Men/Women owners). Also: I Number of community enterprises established I Workspace provided (m2) I Learning centres established/ improved I Transport initiatives supported 	<ul style="list-style-type: none"> I New/increased sales in SMEs (Meuro) I Direct private investment in financially supported firms (in Meuro and % of total investment) I number of women project owners in private projects (% of total) 	<ul style="list-style-type: none"> I Survival rate⁷ of new SMEs receiving financial support still in business after 18 months (%) I Gross/net employment created or safeguarded after 2 years (number and % of total jobs) I Increase in turnover of firms having received financial support after two years
4.2 Area Based Pathways to	21 Labour Market policy	<ul style="list-style-type: none"> ● Number of beneficiaries 	<ul style="list-style-type: none"> ● Increase in duration of work experience 	<ul style="list-style-type: none"> ● Placement rate of the beneficiaries

⁷ The survival rate is the proportion of new businesses that are still trading after 18 months. This is beyond the normal subsidy period and is sufficient to gauge whether or not the business is basically viable.

Employment	22 Social Inclusion Assistance to persons Assistance to structures and systems 23 Developing Educational and vocational training 25 Positive labour market actions for women	<ul style="list-style-type: none"> Number of local initiative projects Number of projects 	<p>(average/beneficiary)</p> <ul style="list-style-type: none"> Raising of qualifications (number of beneficiaries having obtained a diploma or certificate) Satisfaction rate of beneficiaries Number of associations of socio-economic partners within the framework of territorial pacts created Increase in the coverage ratio of the reference population 	<p>after 1 year</p> <ul style="list-style-type: none"> Unemployment reduction of target employment (%) Sustainability of associations (% still existing 2 years after end of support)
4.3 – 4.5 Investment in Agricultural Holdings, Training, Forestry, Promoting the Adaptation and Development of Rural Areas	1309 Development and improvement of infrastructure connected with the development of agriculture	<ul style="list-style-type: none"> Number of projects granted assistance 		
4.6 Promoting the Adaptation and Development of Rural Areas	1306 Renovation and development of villages and protection and conservation of the rural heritage 1309 Development and improvement of infrastructure connected with the development of agriculture	<ul style="list-style-type: none"> m² of village squares/roads renewed Number of buildings renewed Number of projects receiving financial support 	<ul style="list-style-type: none"> Number of inhabitants living in the vicinity (less than 1 km) of renewed areas Number of enterprises / shops installed in assisted areas 	<ul style="list-style-type: none"> Gross/net employment created or safeguarded after 2 years (number and % of total jobs) % inhabitants wishing to stay in the area in the next 5 years
4.7 Structural adjustment in Fisheries	142 Renewal and modernisation of the fishing fleet 143 Processing, marketing and promoting of fisheries products 144 Aquaculture 145 Equipment of the fishing ports and protection of the coastal maritime zones 147 Actions by professionals	<ul style="list-style-type: none"> Tons/year of processed products 	<ul style="list-style-type: none"> Increase of processing capacity (%) 	<ul style="list-style-type: none"> Gross/net employment created or safeguarded after 2 years (number and % of total jobs) Value added per employee generated after 2 years
4.8 Community Regeneration	1309 Development and improvement of infrastructure connected with the development of agriculture 145 Equipment of the fishing ports and protection of the coastal marine zones 166 Services in support of the social economy (providing care for dependents, cultural activities) 33-36 Energy, Environment and Planning/ Rehabilitation - Scilly	<ul style="list-style-type: none"> Number of organizations and schemes receiving financial support Number of community organizations that have had their project accepted 	<ul style="list-style-type: none"> % assisted organizations located in poor urban sub-areas or whose members live principally in poor urban sub-areas Average interest rate offered in % of standard commercial rates 	<ul style="list-style-type: none"> Number of adults (men/women) active in assisted community organizations after one year % of adults (men/women) active in assisted community organizations Number of local inhabitants (men/women) using supported debt counselling and local credit schemes per year after one year % users having

				succeeded in eliminating debts after one/three years
4.9 Processing and Marketing of Quality Agricultural Products	1309 Development and Improvement of Infrastructure connected with the development of agriculture	<ul style="list-style-type: none"> Number of projects granted assistance Number of agricultural SMEs assisted 		

PRIORITY 5: REGIONAL DISTINCTIVENESS

5.1 Securing the benefits from the arts, cultural and heritage industries	145 Equipment of the fishing ports and protection of the coastal marine zones 153 Business advisory services 171 Physical investment (tourism) 172 Non-physical investments (development and provision of tourist services, sporting, cultural and leisure activities, heritage) 173 Shared services for the tourism industry	<ul style="list-style-type: none"> Number of assisted businesses⁸ Number of advisory services provided <p>Also:</p> <ul style="list-style-type: none"> Centres of excellence Marketing branding campaigns supported 	<ul style="list-style-type: none"> Number of businesses becoming new exporters Number of businesses exporting to new markets % businesses satisfied with services provided 	<ul style="list-style-type: none"> % export sales⁹ in turnover of assisted businesses after 18 months Increase in value added generated after 18 months Gross/net employment created or safeguarded after 2 years (number and % of total jobs)
5.2 Enhancing and developing the public product	145 Equipment of the fishing ports and protection of the coastal maritime zones 166 Services in support of the social economy (providing care for dependents, cultural activities) 171 Physical investment (tourism) 172 Non-physical investments (development and provision of tourist services, sporting, cultural and leisure activities, heritage) 351 Upgrading and rehabilitation of industrial sites 352 Rehabilitation of urban areas	<ul style="list-style-type: none"> Number of beds created or improved Number of hotels developed/ upgraded Number of attractions created / improved New tourism businesses established (Men/Women owners) 	<ul style="list-style-type: none"> % of beds created or improved Number of nights sold per year in assisted accommodation (after one year) Satisfaction rate of clients (men/women in %) 	<ul style="list-style-type: none"> Value added generated per year (%) Gross/net employment created or safeguarded after 2 years (number and % of total jobs)
5.3 The knowledge-driven region	183 RTDI Infrastructure 322 Information and Communication Technology 324 Services and applications for SMEs	<ul style="list-style-type: none"> Surface area made available (Ha) Floor space constructed / refurbished (m²) Number of joint services created 	<ul style="list-style-type: none"> Number of R&D jobs created (FTEs Men/Women) Number of SMEs having access to joint services 	<ul style="list-style-type: none"> Number of small firms established in park (after one year) Number of small high-tech firms established in park (after one year) Gross/net employment created or safeguarded after 2 years (number and % of total jobs)

⁸ A minimum of definition of assistance is required to avoid five-minute conversations with businesses being counted as support. Within the framework of UK objective 2 programmes, " assistance " is set a minimum of 5 days of support, or its financial equivalent (#3500 ECU).

⁹ Export sales are defined as the value of all sales and contracts by businesses to consumers, companies and organisations outside the region concerned. A further indicator may be the value of sales beyond the country concerned.

5.4 Research and Knowledge	24 Workforce Flexibility, entrepreneurial activity, innovation, information and communications technology Assistance to persons Assistance to structures and systems	<ul style="list-style-type: none"> ● Number of employees in training programmes (type, duration) ● Number of SMEs reached receiving financial support training (size, type, duration) ● Number of beneficiaries ● Number of counselling services offered to SMEs I Number of projects 	I Increase in SMEs training budget (% increase)	<ul style="list-style-type: none"> ● Number of beneficiaries (persons) having launched a business after 2 years (Men/ Women) ● Increase in value added after 18 months ● Rise in worker productivity as a result of raised skill levels (%increased in turnover/ employee) I Gross/ net employment created/ safeguarded (number and % of total jobs)
5.5 Improving and Developing the Public Realm	171 Physical Investment (tourism) 172 Non-physical investments (development and provision of tourist services, sporting, cultural and leisure activities, heritage) 352 Rehabilitation of urban areas	<ul style="list-style-type: none"> I Number of beds created or improved I Number of hotels developed/ upgraded I Number of attractions created/improved I New Tourism businesses established (men/women owners) 	<ul style="list-style-type: none"> I % of beds created or improved I Number of nights sold per year in assisted accommodation (after one year) I Satisfaction rate of clients (men/women in %) 	<ul style="list-style-type: none"> I Value added generated per year (%) I Gross/Net employment created or safeguarded after 2 years (number and % of total jobs)