

6.2 Strategic Plan:	
Questions	Response
	<p>Strategic Plan measures have been developed through a rigorous process to identify a set of measures that measures the impact of the council's actions at a strategic outcome level. This reflects the council's agreed move towards outcome based accountability instead of focusing on outputs. In addition, measures need to meet a set of technical requirements such as being available at least quarterly to track progress, being based on a robust and reliable methodology being capable of covering the whole range of an outcome within no more than 5 to 6 outcome measures. Alongside the strategic outcome measures, services continue to use other data sets and information to monitor their operational performance and resource prioritisation. Effective and efficient service delivery at operational level should in turn lead to improved outcome measure performance meaning that measures in the strategic plan provide a holistic view of impact.</p>

<ul style="list-style-type: none"> • Outcome 4: Should we measure the number of rough sleepers? • Outcome 5: Should we measure the effectiveness of the waste strategy: e.g. number of missed collections/residents' satisfaction? • Outcome 9: should we measure how many decisions are changed following resident consultation? 	<p>Specific comments in relation to questions:</p> <p>Outcome 4: The number of rough sleepers is collected once a year in the form of an on street audit “snapshot” and quarterly through the CHAIN statistics (collected across London). Rough sleeping counts inform service provision and prioritisation, however. Wider outcome measures for homelessness have been included in outcomes 4 and 8.</p> <p>Outcome 5: The overarching strategic aim of the waste strategy is to reduce waste and to increase the level of recycling. The level of household recycling measures the impact and effectiveness of the strategy in delivering its overarching aims. While missed collections and resident satisfaction continue to be monitored by the service, they would be more appropriate to measuring subsidiary aims of the waste strategy rather than its overarching strategic aims of waste reduction and recycling.</p> <p>Outcome 9: The council has an existing measure to assess residents' perception of being involved in Council decision-making and this has been included in the strategic plan. The measure has existing trend data and allows us to benchmark against other councils.</p>
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<p>6.5 Growth and Economic Development</p>	
<p>Questions</p>	
<ul style="list-style-type: none"> • One of the biggest issues preventing small business generation is the lack of affordable commercial space. How does the strategy aim to resolve this issue? 	<p>The lack of affordable space in the borough is driven by two factors:</p> <ol style="list-style-type: none"> 1. Tower Hamlets Central Business District locations in City Fringe and Canary Wharf which are inherently prestigious and expensive and 2. the declining volume of space elsewhere, where previously industrial spaces have fallen into disuse, been converted to retail (e.g. railway arches) or demolished and replaced with residential development. <p>Our new Local Plan already addresses the first issue by requiring that 10% of any new commercial workspace developed be affordable. The Growth and Economic Development Plan seeks to tackle general scarcity through planning interventions (to create the most needed types of workspace) and direct investment. Re-growing our commercial property base outside the expensive CBD will increase supply and therefore reduce upward market pressure on rents.</p>