

SPRING 2024

Harrow People

The London Borough of Harrow magazine



Pothole to perfect

The new tech fixing our streets

Picture the future

Local Plan unlocks vision ahead



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HARROW

*
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Harrow People is published four times a year by London Borough of Harrow. It is distributed to every home in Harrow. Comments, products and services published do not necessarily carry the council's endorsement.



“Faster, longer-lasting repairs, with less disruption to motorists”

Welcome to another Harrow People. This edition is full of ambitious plans for high-visibility street-level services, including road repairs, community safety and our work to tackle antisocial behaviour.

Talking of highly visible, I'm sure like me you will have seen the damage the weather has caused to our roads. Keeping on top of repairs remains a very big job, and in this edition you can find out about the £240,000 we're investing to fix the potholes caused by the recent wet and wintry conditions (see pages 14 and 15).

New machines, together with our new pothole squad will reduce the time it takes to find and fix road problems. This new approach means faster, longer-lasting repairs, with less disruption to motorists.

We're committing to a fresh set of Flagship Actions for the coming financial year. These 30 projects focus on improving customer services, wellbeing, safety and cleanliness. Together,

they help us towards our commitment to Restore Pride in Harrow. See details inside. There's also great news inside about our plans to develop two council-owned sites - the old Civic Centre site and the site next to Byron Park.

We've changed our plans proposed for both of these new neighbourhoods, to make sure they are right for Harrow and meet the needs of local people. We've reduced the height and overall size proposed, to offer more green space and buildings that are of higher quality.

We've also said that these developments must offer more family-sized homes. We'll be asking for your views on these plans soon.

**Cllr Paul Osborn
Leader of the Council,
London Borough of Harrow**

Remember your ID when you vote

For the first time, Harrow residents voting in London's Mayoral and Assembly elections on 2 May, will need to show photo ID at the polling station.

No ID means no vote. Acceptable forms of ID include a driving licence; Blue Badge; or UK, EEA or Commonwealth passport. You can find a full list on our website. Alternatively, apply for a free Voter Authority Certificate online or using a paper form from the council's elections office by 24 April.

To have your say in May you must also be registered to vote by 16 April – it takes five minutes.

► Find out more at harrow.gov.uk/elections



Friendlier, greener, spaces on the way

More places to sit, public art, planting and wider pavements – these just some of the things you told us you wanted to see during our consultation on enhancing Harrow town centre. With designs now finalised and your ideas on board, construction is set to begin in the next few months. It will be funded by £7.1 million from the government's Future High Street Fund with £1.1 million from the council.

Meanwhile, a corner of Greenhill Way car park is set to offer new opportunities for start-up businesses and local creatives. When complete the new hub will comprise flexible retail units, affordable workspace, community facilities and event space.

The car park will continue to offer more than 200 spaces and one hour's free parking.

► Read more about the town centre scheme at talk.harrow.gov.uk/enhancingharrowtowncentre



Landlines ring in the changes

The old public telephone network is nearing retirement, with a switchover to digital services planned before the end of 2025. If you're affected, you'll be contacted by your provider.

Customers of the council's Careline service can be reassured that plans are in place to move your personal alarm system over to the digital network with no interruption in service.

► Find out more about the digital switchover at ofcom.org.uk

Charities bank £19.5k from former Mayor



The Mayor's year in office is an incredibly busy one. As well as their many ceremonial and civic duties, each Mayor of Harrow fundraises for causes close to their heart.

Last month former Mayor Cllr Janet Mote presented cheques to her chosen charities. Representatives from Northwick Park Hospital's Renal Unit and Harrow Carers each received an equal share of the nearly £19,500 raised during her term.

The money will help to support families living with kidney disease and improve the lives of young carers.



Meet your new recycling team

Meet Joseph, Payal and Adam, our new recycling champions. They've been busy sharing waste reduction advice and other bin tips with residents, businesses and schools right across the borough.

Thanks to their support, more of us are getting the right things in the right bin every time. Recycling isn't just good for the environment, it saves us money. So if you see them, say hi and look out for details of roadshows and engagement days coming soon, as they take their tips on tour.

► You can put your recycling questions to our experts online, or arrange for them to visit your school or workplace email recycling.team@harrow.gov.uk

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Headstone Manor Rec Saturday 11th May 10am - 1pm	West Harrow Rec Sunday 12th May 10am - 1pm
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It's important that you're registered with the council.

We're here to help, and can offer you advice and support, so please get in touch by calling

020 8736 6971

LONDON BOROUGH OF HARROW

Flagship Actions



We have been working to improve our responsiveness and customer experience



We launched the MyHarrow Talk consultation platform, giving residents more say



We adopted planning protections to preserve the character of our suburbs



We resurfaced more than 60 roads and paths



We delivered 89 affordable new homes on the Grange Farm Estate



We took action against antisocial behaviour and fly-tipping



We installed CCTV cameras in fly-tipping hot spots

We brought 36 tennis courts back into playable condition

Keeping the flag flying

Last year we set out the Flagship Actions that would help us restore pride in Harrow and put residents at the heart of everything we do.

Here is a flavour of how we delivered on our priority pledges to put residents first, create a borough that is clean and safe, and support those in need.

Find out about our Flagship Actions for the coming year over the page.



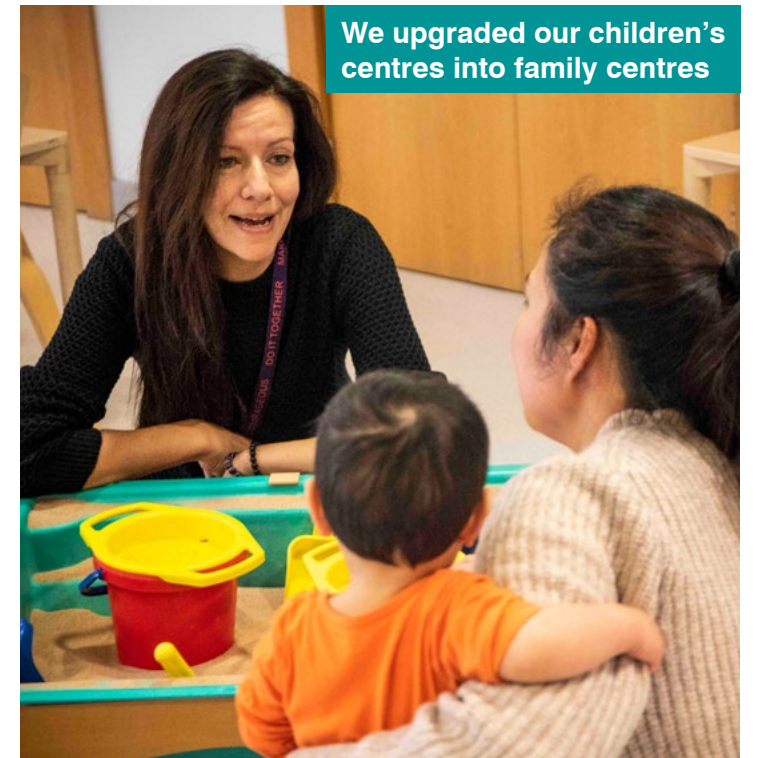
We maintained the status of our 6 Green Flag parks



We opened our customer centre at Gayton Road



We began building affordable homes on Milton Road



We upgraded our children's centres into family centres

Investing in your priorities

Last month the council made decisions about how it will spend its budget to support residents. Thanks to careful financial management, we've been able to safeguard the services you rely on and invest in priority areas, including road repairs and street cleaning.

On the following pages, you'll see the 30 high-profile projects we're committing to for the financial year ahead. We believe in putting residents first, and each of these has a part to

play in improving quality of life, wellbeing and economic activity. There are projects that focus on cleanliness and community safety, that support healthier lifestyles and environmental sustainability. Our flagship actions for 2023/24 also focus on housing, support for the vulnerable and improving customer interactions with the council.

Cllr Paul Osborn, Leader of the London Borough of Harrow, said: "We are again facing

inflationary pressures and an increasing demand on our services, particularly in adult social care, which accounts for over two thirds of our spending.

"I know we have a lot more to do but I hope you are beginning to see positive changes.

"We will continue to work to restore pride in the borough and make Harrow a place where you feel proud to live, where you feel safe and can enjoy clean streets and green spaces."

Where does your money go?

From schools to housing, street cleaning to customer services, we want to ensure that you know where your money goes. Here are some of the services that your Council Tax helps support:



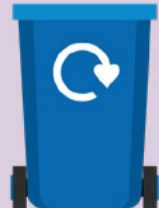
£120.4m

Caring for adults



£36.7m

Environment



£19.7m

Collecting rubbish and recycling



£12.5m

Housing services



£12.4m

Children and family services



£7.5m

Culture, leisure and libraries

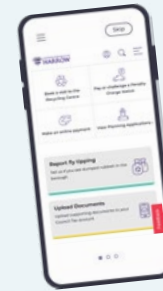


£4.6m

Access Harrow and customer services

A COUNCIL THAT PUTS RESIDENTS FIRST

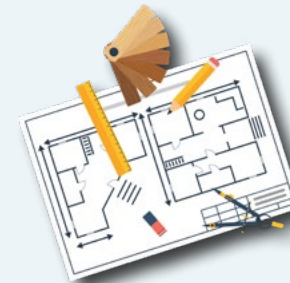
We will make it easier to contact the Council and access services, responding quickly and effectively. We'll make sure we deliver on our promises and improve communications and listen to residents. Here's how we'll do it:



Make our website easier to use, using mobile technology for a more personal service



Pilot customer services kiosks in library branches, bringing services to the community



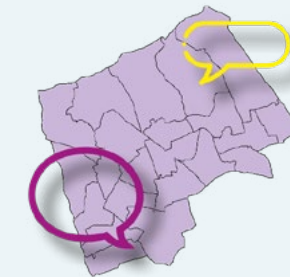
Submit the planning application for well designed family-sized homes at Byron Quarter



Deliver more than 50 affordable homes on council sites



Upgrade more than 200 new kitchens and bathrooms in council owned homes



Produce an updated Local Plan that takes residents' views into account



Designate at least two Local Areas of Special Character to protect Harrow's heritage



Recruit 2 graduates as part of the National Graduate Scheme for the first time



Offer new work experience placements including to 3 higher education students in Harrow



Start work to make Harrow Town Centre better connected, more accessible and sustainable

A BOROUGH THAT IS CLEAN AND SAFE

We will expand our work on safety and deliver on key priorities to address the climate emergency, supporting our ambitions to make Harrow a healthy and attractive place.



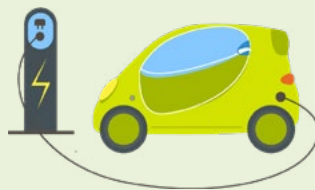
Establish anti-flood measures in Chandos Rec and Bentley Priory and prepare another two parks for Green Flag status



Begin work on the Harrow to Pinner cycleway, engaging with residents and businesses



Achieve 100% compliance in electrical testing and safety in council housing



Double the number of electric vehicle charging points for the second year



Launch a Pothole Squad, using new technology to find and fix potholes quickly and cheaply



Create a culture of recycling with at least 7 recycling events in schools and 3 TRAIID events.



Identify 3 locations for new habitat banks and enhance biodiversity in Harrow's parks and open spaces



Make council homes and buildings more sustainable and cheaper to run



Reduce antisocial behaviour in 4 hot spots with a series of days and nights of action



Create a task force to keep our streets clean and safe

A PLACE THAT SUPPORTS THOSE IN NEED

We will help residents with their care needs, ensure greater confidence in using our digital platforms, and create employment opportunities for our most vulnerable young people.



Extend our skills and employment programme to care leavers and people with special educational needs



Expand our Conversation Cafes helping more residents access council advice and information



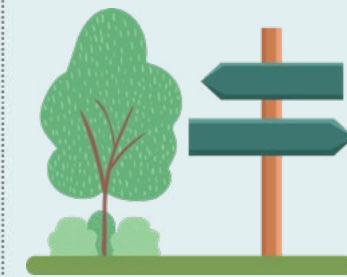
Pilot a digital inclusion offer to help residents access council services



Bring housing and other vital services into our new Family Hubs model



Launch a health and wellbeing charter for schools and families to tackle obesity



Get Harrow moving with a series of themed walking trails in our parks



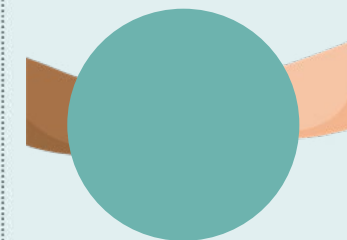
Acquire 25 additional family homes to provide temporary accommodation for homeless residents



Support 100 learners to gain digital skills



Deliver 60 extra care units for older people at the former Kodak site



Launch our new Neighbourhood Resource Centres

Pothole to perfect

FLAGSHIP ACTION



Winter weather is hard on our roads – low temperatures and rain are a perfect recipe for potholes. Keeping on top of repairs is a big job and in the last 12 months alone we've filled more than 1,500.

To help with this ongoing battle, we're investing £241,000 in new machinery and a new approach. Together this should mean faster and better repairs for Harrow's roads.

We're about to assemble a pothole squad that's empowered to 'find and fix' road problems wherever they occur. We hope this proactive approach will mean potholes are spotted earlier and filled more quickly. The squad will have to work hard to cover Harrow's more than 280 miles of roads, and reports of problems from residents will continue to be important.

We're also investing in the latest technology. The pothole busting machine from JCB pictured, eradicates potholes in minutes and leaves behind a fix that's as good as the rest of the road. And it does this with fewer emissions and less waste than traditional methods.

► Report highways defects and potholes online at www.harrow.gov.uk/potholes.



Cllr Paul Osborn, Leader of London Borough of Harrow, sees the pothole work carried out in Pinner

New courses

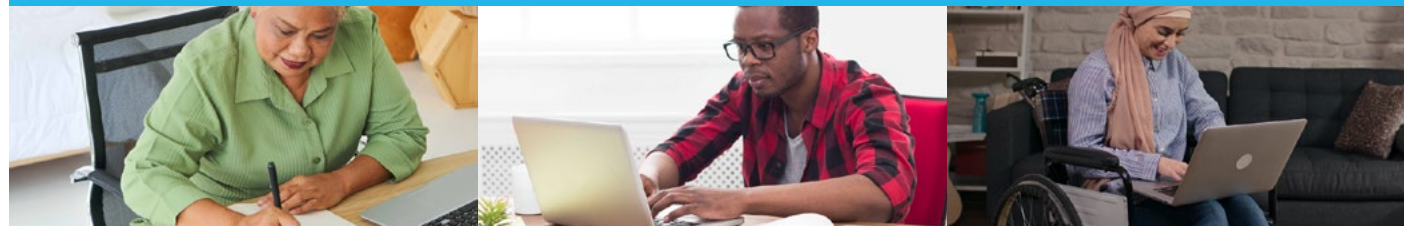
English Digital skills Maths Teaching assistant
 ESOL Childcare Adult care Business admin

Skills for life and work

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 or search 'Learn Harrow' online



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Lasting Power of Attorney Service



Age UK is pleased to announce that we now offer a full **Lasting Power of Attorney** service, guiding you step by step through the entire process.

Lasting Powers of Attorneys are important documents that enable you, while you still have mental capacity, to **choose** a trusted person to make **decisions** around your health and financial matters, should you lose the ability to make these for yourself.

Whatever your age, it is important to consider your future and take time now to grant Power of Attorney to someone you trust.

We now offer a service to guide you through the process with a face-to-face visit and ensuring all paperwork is submitted correctly to the Office of the Public Guardian.

This is a paid for service, please contact us to find out more, there are discounts that could help you.

For more information please call: **020 8756 3040**
 (Option 1)

Or email us at: enquiries@ageukhbb.org.uk

"My Lasting Power of Attorney Officer was so thorough, and I felt very **comfortable** and **listened to**. It's nice to know there is a service like this to help and I don't think people would think of it. I recommend for people to consider this wonderful local charity to help feel **more in control** of your life! Thank you so much Age UK" – Mrs. J, 78, Ruislip

Unlocking the future

We've launched a consultation on our draft Local Plan, which will help to shape development in Harrow and show what kind of borough we want to live in. The Local Plan will steer Harrow into the 2040s, so it's important that residents have their say.

It's important that the plan supports the needs of local people. We want to use it to protect Harrow's special character and heritage, to encourage more family homes and keep those we already have. The Local Plan will also incorporate our guidance on tall buildings, which sets out that Harrow wants to keep its predominantly low-rise suburban character, with more height permitted in the town centre and Wealdstone.

The plan will show developers what kind of buildings we want and where, and it will balance important considerations like economic

growth and housing with looking after the environment.

The eight-week consultation is now open. Share your views and help shape the Harrow of tomorrow.

Get involved

View the proposals, sign up for updates, and have your say at harrow.gov.uk/newlocalplan

Visit us at the **Conversation Café** every Tuesday, 10am-3pm at St Peters Church, Sumner Road, HA1 4BX

View the plan at the Harrow Hub (by appointment) or at Greenhill Library.

Email LocalPlan@harrow.gov.uk

Send us written comments to New Local Plan, Planning Policy Team, London Borough of Harrow, Forward Drive, Harrow, HA3 8FL



Restoring pride



Last year we asked you about the neighbourhood problems you care about most. You said you wanted your council to continue to take tough action on things like littering, street-drinking, spitting in public and dog fouling.

Using additional powers, we're able to fine people who commit antisocial acts, as part of what's known as Public Spaces Protection Orders (PSPOs). With these now in place, we plan to ramp up the way we deal with people who break the rules.

With our new PSPOs we're able to issue on-the-spot fines of £100 for offences including spitting, public urination, littering, smoking in play areas and parking on grass verges. You told us that you find these things unacceptable, and we agree.

You also said you wanted us to take action on other issues including loitering that causes distress or intimidation, use of fireworks in the street, and riding a bike or scooter irresponsibly. These and other issues have been added to our borough-wide PSPO for the first time.

We want Harrow residents to feel proud of where they live, to feel safe, and enjoy clean streets and green spaces. Our PSPO framework gives us the tools to enforce your neighbourhood priorities and sends a strong message that antisocial behaviour won't be tolerated here.

► Find out more about PSPOs including how to apply for exemptions at www.harrow.gov.uk/pspo

The borough-wide Public Space Protection Order restricts or prohibits the following:



Walking more than 4 dogs

Without permission



Drink and drug taking

Including possession of psychoactive drugs



Dog fouling

Control dogs and clean up after them



Urinating or defecating

No urinating or defecating in public



Spitting

No spitting without reasonable excuse



Highways nuisance

Including parking or driving on verges



Fire and fireworks

Or barbecues without approval



Antisocial behaviour

Including loitering and causing alarm

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Street patrols

Cllr Anjana Patel out in Wealdstone with the Community Safety team and police officers



Safety in spotlight

Our regular weeks of action coordinate local services to tackle issues in specific neighbourhoods. Most recently, council staff, Police and others formed a joint taskforce to focus on antisocial behaviour and community safety in Wealdstone.

This reassuring and highly visible presence received a very positive response from local people and businesses. Many appreciated the expert advice on offer and the chance to chat about our work to improve public confidence and residents' safety.

The task force visited properties

where antisocial behaviour has been previously reported and hot-spot areas identified by residents through the Harrow Safer Places map.

These are locations that contributors have told us they feel less safe, perhaps because of street design, a lack of lighting, or because they've witnessed intimidation there. You can view and contribute to the map at talk.harrow.gov.uk or by scanning the QR code on this page.

Weapons sweeps were conducted around Wealdstone and attempts to purchase restricted products performed in local shops by young volunteers. Information from one school child led officers to a shop selling 'Rambo' knives.

Spot checks were also completed in local pharmacies that participate in the national 'Ask for ANI' campaign, which offers victims of domestic violence access to urgent help via this code word.

Take part
 You can still have your say on safety in Harrow. See our interactive map and tell us your concerns.

Bright future

The regeneration of Harrow has taken a leap forward with our new business plans that will deliver quality, affordable family-sized homes, with green and public spaces on council-owned land.

The plans, like many others, had been disrupted by the global spike in inflation and regulatory building safety changes. But the programme is now firmly back on track.

We are working in partnership with Wates to transform three key council-owned sites. The revamped plans will deliver more family housing, lower heights, and less dense developments sympathetic to their surroundings.

Our old headquarters at the Civic Centre on Station Road will be known as Poets Corner.

The old driving school left empty for the last 20 years, next to the Leisure Centre, will also be redeveloped and become Byron Quarter.

Byron Quarter (Phase 1) – responds to residents’ comments on earlier designs. It has less height and more family-sized homes (61 more houses).

It is better integrated with Byron Park and Belmont Trail. The proposed new low-rise housing development will consist of 149 new homes - with a current proposal of 27% affordable homes.



View showing the site for development, bringing 149 low-rise homes

Tell us what you think...

We welcome your views to help shape the latest design. Share your views online at <https://byronquarter2024.commonplace.is/> until 2 April.

You can also discuss the plans at a public engagement event. Join us at Harrow Leisure Centre, Christchurch Avenue, on Tuesday 12 March from 2pm to 8pm, where you can find out more. We hope to see you there.



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HARROW ARTS CENTRE

harrowarts.com

The Little Mermaid – Easter Pantomime

5 April, 2pm | from £12 | all ages
 ■ TaleGate Theatre present an Easter pantomime featuring pop songs, magic and puppets. Follow Lenor, mermaid princess, as she finds her sea legs in search of her happily ever after.

Dreamcoat Stars

27 April, 7.30pm | £27 | all ages
 ■ Any Dream Will Do's Keith Jack and stars of Joseph sing the biggest musical hits of a generation bringing incredible live entertainment to the nation. Experience the UK's biggest night of musical smash hits in a star-studded concert featuring new songs and arrangements.



HEADSTONE MANOR & MUSEUM

headstonemanor.org

Gnome Trail

29 March – 14 April | free
 ■ Can you find those pesky gnomes hidden around Headstone Manor? Find all the gnomes on this fun trail for all ages, solve their puzzle and win a prize.

Family Workshop: Mini Gnome Gardens

3 April, 11am, 12.15pm and 1.45pm | from £1.50 | ages 5+
 ■ We all know gnomes love gardening, but what would their tiny gardens look like? Children aged 5+ can let their imagines go wild making flowers, trees and ponds in this workshop.

Tuesday Talk: 100 Years of Proscenium Theatre

16 April, 2pm | £2.50 | ages 18+
 ■ This talk will cover the history of the Proscenium theatre group. It will include highlights from their exhibition, stories from notable productions, and the group's role in presenting amateur theatre in Harrow over the decades. Their 350th production comes to Harrow Arts Centre in March.

The Amazing Bubble Man Harrow Arts Centre

11 April, 11.30am and 2pm | from £12.50 | all ages
 ■ Louis Pearl has been thrilling audiences around the world for more than 30 years with the art, magic, science and fun of bubbles. He combines comedy and artistry with audience participation and enough spellbinding bubble tricks to keep everyone mesmerised.



Community events

Mendelssohn Hymn of Praise concert

23 March, 5.30pm, Harrow School Speech Room, HA1 3HP | £25

■ Harrow Choral Society returns to the recently refurbished Harrow School Speech Room after its sell-out Christmas Celebration to perform Mendelssohn's gloriously romantic Hymn of Praise. harrowchoral.org

St. Nicolas, Benjamin Britten's dramatic cantata

23 March, 7pm, St Mary the Virgin church, HA3 8EJ
 ■ Benjamin Britten's St Nicolas cantata and excerpts from Haydn's Missa Sancti Nicolai, with musicians from Brent Music Service. stanmore-choral.org.uk



Stanmore and District U3A Glebe Hall, Glebe Road, Stanmore, Tuesdays and Wednesdays | Monday talks held at 118 Stonegrove, Edgware

■ Creative, leisure and educational activities for the retired and semi-retired. Email stanmoreu3a@gmail.com or call 07726 155460.

Harrow Town Centre Easter Market and Egg Hunt

29 and 30 March, 10am – 6pm, St Anns Road, Harrow Town Centre
 ■ An Easter market and egg hunt will be coming to town. Hunt for the Easter egg pictures on the market stalls, and complete the game, once finished claim your treat.

HEATH ROBINSON MUSEUM

heathrobinsonmuseum.org

Coffee & Craft – Arty Textiles

18 March, 10am – 12pm | £35
 ■ Join this fun workshop led by mixed media textile artist Sian Fenwick and create a colourful and arty stitched panel.

Heath Robinson's Illustrations for magazines, 1925 to 1936

30 March – 23 June | entry included with ticket
 ■ An exhibition including illustrations for stories by Richmal Crompton, JB Priestly, Gerald Bullett and John van Druten, an English playwright and theatre director.

Mini-engineers Workshop

11 April, 10am - 3pm | £25
 ■ Join this day workshop and learn how to solve engineering challenges with Meccano!

HARROW LIBRARIES

harrow.gov.uk/libraries

Spellcasters workshop

23 March, 11am – 1pm, Greenhill Library

■ Creative writing workshop for ages 8-11 with poet Rachel Lewis. We'll be exploring the power of words and imagination, writing spells and creating a super-poem based on magical creatures. Staged as part of the 'Magic and Imagination' SPINE Festival in Harrow. Free, but limited places available

Rhyme time

■ Rhyme time is a free activity for under-fives. A fun and stimulating half hour of classic nursery rhymes, little stories and finger rhymes. A great opportunity to meet other local parents and learn new songs. Book your space online.

HARROW LEISURE CENTRE

everyoneactive.com

LTA & Junior Tennis

Thursdays 4pm – 5pm (4-7yrs)
 Thursdays 5pm – 6pm (8-11yrs)

■ Weekly fun and engaging tennis sessions for young people aged 4 to 11.

Basketball

Mondays 4pm - 6pm
 Wednesdays 5pm - 6pm
 Thursdays 5pm - 8pm
 ■ Join Harrow Blackhawks youth and adult basketball club for the perfect combination of fitness and fun. The weekly sessions are suitable for ages 5 to 10, 11 to 15 and adults.



Active Community Mondays

Mondays, 10.30am - 12.30pm
 ■ Active social sessions for older adults including Qi-Gong, mobility exercises, short tennis, badminton and pickleball. After all that exercise, enjoy a break with refreshments, board games and chit chat.

WE'RE INTRODUCING NEW COURSES!

Elevate your career!



AAT LEVEL 3 IN ACCOUNTING

Available through Student Finance (Advanced Learner Loan)

With **flexible study options** available, you have the freedom to learn at a pace that suits you. The dedicated tutors of these courses are here to provide **unwavering support** on your journey towards achieving your dreams.

AAT LEVEL 4 IN ACCOUNTING

Available through Student Finance (Advanced Learner Loan)

LEVEL 3 IN NETWORKING & CYBER SECURITY

Available through Student Finance (Advanced Learner Loan)

Regardless of your background, if you are interested in cybersecurity and aspire to bolster your ability to defend against online threats, **this course is tailored to provide you with the required knowledge and skills.**

LEVEL 3 EARLY YEARS EDUCATION

We're offering blended study options and payment plans. Plus, you **don't need to stress about securing your practical training** - we've got it covered!

Get in touch with us today!
We're available 7/7

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