

TOP 10 WAYS

to have your say!

Question
Time?

Safer
Neighbourhood
Team
Meetings

Petitions

**ONLINE
SURVEYS**

COMPLAINTS!?

**Residents'
Panel**

Service
User
Groups

**HARROW
YOUTH
PARLIAMENT**

Tenants' and
Residents' Groups

Councillors

There are lots of ways Harrow residents can get involved in Local Decision Making. Here are our Top 10...

- 1 Councillors** If you want to influence a local decision or have a problem with a Council service, you should make your case to your local Councillor. Details of how to contact one of Harrow's 63 Councillors can be found at www.harrow.gov.uk/councillors
- 2 Complaints** For guidance on making a complaint or commendation, or to influence a Council policy or the way we deliver services, call **020 8863 5611** or visit www.harrow.gov.uk/complaints
- 3 Petitions** If you want the Council to make or change a decision, collecting signatures on a petition to be presented at Council meetings can demonstrate support for your case. All petitions receive a proper reply
- 4 Question Time** Question Time gives residents the chance to quiz Councillors on topics of their choice. Email questions prior to the event: questiontime@harrow.gov.uk Call **020 8424 1883** or for information on the next session visit www.harrow.gov.uk
- 5 Residents' Panel** A Harrow Residents' panel (of almost 1,200 representative members of the public) has been set up by the Council to respond to surveys on a regular basis. If you would like to volunteer to be a Panel member, please call **020 8424 1390** or email desiree.mahoney@harrow.gov.uk
- 6 Online Surveys** The Council runs a number of online surveys each year, dealing with a whole range of issues from highways to planning priorities. Details can be found at www.harrow.gov.uk/consultations
- 7 Harrow Youth Parliament** Harrow Youth Parliament enables young people in Harrow to have a say and influence decisions on matters concerning them. Details can be found at www.harrow.gov.uk/youthparliament
- 8 Tenants' and Residents' Groups** There are many Tenants' and Residents' Groups and Associations in Harrow who campaign about issues of local concern. To find out more, call the Federation of Tenants' and Residents' Associations on **020 8420 9685**
- 9 Safer Neighbourhood Team Meetings** Harrow Police have established a Safer Neighbourhood Team in every ward in the borough, to listen to local concerns and receive feedback on priorities. Details and dates of the meetings can be found at www.met.police.uk/saferneighbourhoods
- 10 Service User Groups** Many Council services have set up representative groups to gather feedback on the service quality they provide. If you want to contribute to improving a Council service, ask the providers if there is a user group and how you can give your views

You said, we did...

- Transport arrangements for social care users changed as a result of service user group involvement;
- The priority for environmental and community safety "Weeks of Action" are determined in consultation with residents;
- There are more police on public transport as a result of a survey of school children expressing concerns about safety and behaviour.