

Your guide to
Council Tax
and spending 2025/26



Putting Residents First



LONDON BOROUGH OF
HARROW



Cllr Paul Osborn

Leader, London Borough of Harrow

Over the past few years as Leader my colleagues and I have worked hard to get the Council's financial position under control and improve the services we deliver to our residents. I'm very aware that this is a work in progress and much more needs to be done.

Nevertheless, we have set out ambitious plans to improve Harrow, with actions and investment in the areas that matter most to you. We're delivering on our promises and residents are telling us they are seeing positive changes.

We are making it easier to contact the council and access services by reopening the general enquiries phonenumber and opening a dedicated one-stop shop in Gayton Road. This is a step change in how the Council communicates and deals with you, our customers.

We've produced a Local Plan that seeks to protect Harrow's suburban character whilst at the same time delivering more, much needed, family homes that are genuinely affordable.

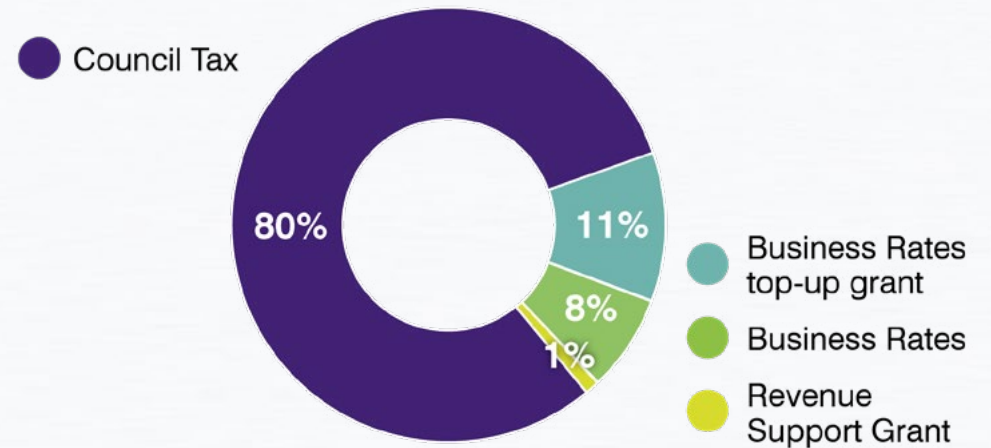
We are investing in street cleaning and road maintenance, to deal with the poor condition of some of our roads. This includes using new technology to improve our road repairs. We've supported those in need, launching our family hubs and extending our skills and employment offer for vulnerable young people to care leavers and people with special needs.

These are just a few of our achievements over the last year. And we still have more to do. We achieved this while delivering a balanced budget and we will do the same this year. Once again we find ourselves facing pressures on our finances coupled with an increase in demand on our services, particularly in adult social care which accounts for the lion's share of our spending.

With robust management of our finances and making savings, we've been able to set a budget that will continue to deliver for residents while protecting us from the shortfalls facing one in four London councils.

Our income sources

Our net Budget requirement for 2025/26 is £215.3million. Of this, £173.1million is funded from council tax.



As well as making savings, we need to improve our services. We're investing £1.4million in a cleaner and safer borough by expanding our street cleansing and grounds maintenance team. We'll more than double our capital investment on roads and pavements, from £6million to £14million over the next three years. We'll target antisocial behaviour hot spots with more days and nights of action in partnership with the police. We're also investing more than £6million in our parks over the next three years, with better facilities and more green flag parks.

We'll also continue to support vulnerable adults and children with complex needs and disabilities, with an additional £9million next year (£20.7million over three years).

We'll continue to put residents first and improve the customer experience by investing in new and better ways to contact us through digital kiosks at our libraries and a dedicated team to support phone enquiries.

I know there is still much more to be done but I hope you have seen positive changes in your neighbourhoods and services and will see even more in the coming year. We are restoring pride in our borough and want to continue to make you proud to live in Harrow.

Cllr Paul Osborn,
Leader,
London Borough of Harrow

Where your money goes....

Here are some of the major service areas your council tax helps pay for. It totals £269.4million and includes some funding from dedicated grants. Supporting children and vulnerable adults accounts for two thirds of our budget.

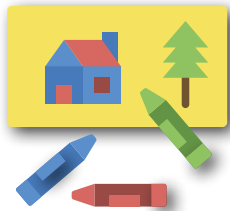


Caring for adults

£135.8m



Access Harrow and customer services



£37.6m

Children and family services

£20.7m

Housing services



Collecting rubbish and recycling

£20.5m



Environment, maintaining roads and street cleansing

£27.7m

Culture, leisure and libraries

£7.5m



£14.4m

Regeneration and sustainable development



Why your council tax matters...

A lot of our funding comes in the form of ring-fenced grants, which restrict how we spend the money. Most of what is left to pay for the majority of our services comes from you, the council tax payer. From caring for our most

vulnerable residents to fixing potholes and keeping your streets clean, we couldn't do it without you.

Here's a flavour of just some of the ways council tax helps you...



We're giving children the best start in life with the launch of our Family Hubs network. They bring care, health and voluntary services together in key spots so families get all the help they need, when and where they need it.

proud to be part of the Harrow Family Hub network. It makes me really happy that I'm able to make a difference to a child's learning and development, along with supporting families."

Early Support Practitioner Chhaya, pictured, said: "I'm really



See and hear more from families helped by our hubs



£1.6million invested in street cleaning and fly-tipping enforcement over two years

Everyone wants cleaner streets. That's why we are investing and extra £800,000 this year in our neighbourhood street cleaning teams and expanded our enforcement team to find and fine people who dump waste illegally.

Our ward-based street cleansing approach means staff know their patch and can address issues quickly.

Last year we issued 1,147 fines for fly-tipping and recently upped the maximum fine to £1,000.



Scan to see how our teams are restoring pride in Harrow

£42million committed to improving roads and pavements over three years

We are investing £14million this year in road and pavement resurfacing. We repaired more than 1,500 potholes in Harrow last year and now thanks to innovative machines like the JCB Pothole Pro and our new Pothole Squad, we can tackle more road defects more efficiently.

This will complement additional funding and resurfacing programme already planned on Harrow's 457km of road network and 935km of footways.



See the Pothole Pro in action

View more information online harrow.gov.uk/counciltax



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