




Useful contacts inside



# your council tax and business rates guide 2015/2016

Working together to make a difference for Harrow





## Welcome to this year's Council Tax booklet, setting out how your money is spent on services in Harrow.

Harrow Council is currently in the process of having to make £83 million of savings due to reductions in Harrow's grant from central Government and economic pressures stemming from an increasingly ageing population. The money we receive from Council Tax presently makes up only 17% of our budget, and the reality is that we have to look at all of our services to make up this massive budget shortfall.

Despite these cuts, through making back office savings by sharing services with other councils and renegotiating contracts we have with suppliers, we have already contributed £200,000 into support services for victims of domestic violence and over £700,000 to invest in new social workers for some of our most vulnerable families and children.

We have also frozen the amount our most vulnerable residents pay through the Council Tax Support Scheme and given Harrow's Citizen Advice Bureau over £100,000 to offer one-to-one support sessions for residents who have fallen on hard times.

### **Our values are clear: we will always support the most vulnerable people in Harrow first.**

We have also invested money in a range of projects, including cleaning war memorials in the borough, bringing in on-the-spot fines for spitting, rolling out a period of free parking in our shopping centres, and improving our services for children with special educational needs. And on the subject of schools, our school expansion programme is on-going with 13 primary schools successfully expanded, another 12 in advanced planning stages and three special educational needs schools also permanently expanded.

We are speaking to private investors and applying for Government grants to invest money into Harrow; building affordable homes and improving our estates is essential to tackle the housing crisis in Harrow and London more broadly. As with everything the council does, we will work hand in glove with residents, bringing in local people to help design and have a say on the developments in their area. Harrow residents should always be the first people to benefit from developments in Harrow.

Whilst we face tough challenges ahead, by working with residents, local business and the voluntary sector we can build a Harrow that we can all be proud of.



**Cllr David Perry**  
**Leader of the Council**





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All information in this document was correct at time of going to print. This booklet is made from 100% recycled paper.



# TAKE PART

## HELP SHAPE YOUR HARROW OF THE FUTURE

### **Harrow Council's major consultation and engagement campaign – called Take Part – has been crucial in informing the budget for this year.**

Many of you may have filled in an online or paper survey or seen one of the 50 Take Part events which took place around the borough from 11th September to 8th November 2014.

By online form, email, letter, phone call and even video, more than 3,400 residents made their opinions clear. A further 15 petitions, containing more than 15,000 signatures, were submitted to the council.

You told us what you were concerned about, and we made sure those views counted. As a result of the Take Part consultation, the council has:

- Kept Harrow Arts Centre and Harrow Museum open for a further year
- Reduced the level of cuts to the voluntary sector
- Reduced the level of cuts in Children's and Family Services

52% of residents who responded said they would be prepared to pay more Council Tax to minimise the impact of cuts on front line services. The 1.99% rise - equivalent to £24 a year for a band D property, or less than 50p a week - represents the first rise in two years.

You also made it clear you want us to keep on with key administration priorities, including creating apprenticeships and building affordable homes for rent.

Residents have since been asked for their views in more detailed consultations, discussing areas including libraries, children's centres, environmental services and the voluntary sector.

Cllr Sue Anderson, portfolio holder for community, culture and resident engagement, said: "My job title reflects what this administration is all about – putting people's views at the heart of what the council does. We will keep on doing that to ensure the local authority walks in step with our residents and the voluntary and community sector."





# Council Achievements in 2014-2015



**I would like to thank staff, residents, community champions and all of the organisations that the council works with, such as the NHS and the voluntary & community sector for their work with the council over the past year. This is an impressive list of achievements that we can all be proud of.**

(Cllr Sachin Shah, portfolio holder for finance and major contracts)

## **Making a Difference for the Most Vulnerable**

- £200k has been invested to fight domestic and sexual violence, with an action plan for how to use that extra investment, agreed at Cabinet in September 2014
- Invested £120k into Harrow's Citizen's Advice Bureau, for face-to-face support services with our most vulnerable residents
- £715k has been committed to recruiting more Children's social workers to meet rising demands

## **Making a Difference for Communities**

- Recycling up from 46% to 50%
- Introduced a pilot project for snow champions with training and provision of materials for residents who volunteer to help grit the streets
- Invested £10m in highway improvements and maintenance
- Cleaned 11 of Harrow's war memorials for the centenary of the beginning of World War 1

## **Making a Difference for Local Businesses**

- Successful roll out of a period of free parking in our district shopping centres
- Invested in the council's Xcite programme, helping over 200 unemployed residents into work and developed a 'How To' guide for taking on apprentices

## **Making a Difference for Families**

- Successfully bid for £31.3m to accelerate the delivery of new houses on major sites within the Heart of Harrow Area Action Plan
- Our Schools Expansion Programme sees a £45m investment to meet increasing demand for places and Special Educational Needs. We permanently increased reception intakes at five primary schools in September 2014 and will deliver increases in a further eight schools by September 2015

## **Efficient and Effective Organisation**

- 70,000 residents have now signed up to and regularly use MyHarrow accounts



# A fair grant for Harrow

**New research suggests that the formula used by central Government to fund Harrow means that the borough is one of the lowest funded councils in London. The Government's formula is partly based on 2001 census statistics – and Harrow has changed dramatically since then.**

The report from the respected Local Government Futures organisation reveals that in 2015/16, Harrow's revenue spending power per head is projected to be £159 (or 17.3 per cent) lower than the London average.

This means that Harrow is way down the league table of London authorities for funding – languishing in 26th place out of 32 local authorities. A similar comparison with the England-wide average shows Harrow's revenue spending power per head is £127 (or 14.3 per cent) below average and ranks Harrow 105th out of 120 local authorities.

This is important because the Government grant Harrow receives is critical in allowing us to provide services to local people. The council is already in the difficult position of having to cut £83 million from its budget over the next four years because of austerity savings required by Government and economic pressures stemming from an increasingly ageing population. Therefore it is vital that the borough gets a fair grant at a time when demand on our services is rising.


Previous Harrow Council administrations – both Labour and Conservative – have asked central Government to reconsider its 'formula' for funding the borough. They have argued it does not take into account pockets of real deprivation in the borough. Despite Harrow's image to some as a leafy and affluent area, Harrow has pockets of social deprivation, which are more like the issues faced by inner London boroughs.

A motion was passed by the council in November 2014 to campaign for a fairer grant for Harrow from central Government.

**If the issue of how the Government funds Harrow is one that concerns you, you can contact your local MP.**

**Harrow East: Bob Blackman MP**  
 [bob.blackman.mp@parliament.uk](mailto:bob.blackman.mp@parliament.uk)

**Harrow West: Gareth Thomas MP**  
 [gareth.thomas.mp@parliament.uk](mailto:gareth.thomas.mp@parliament.uk)

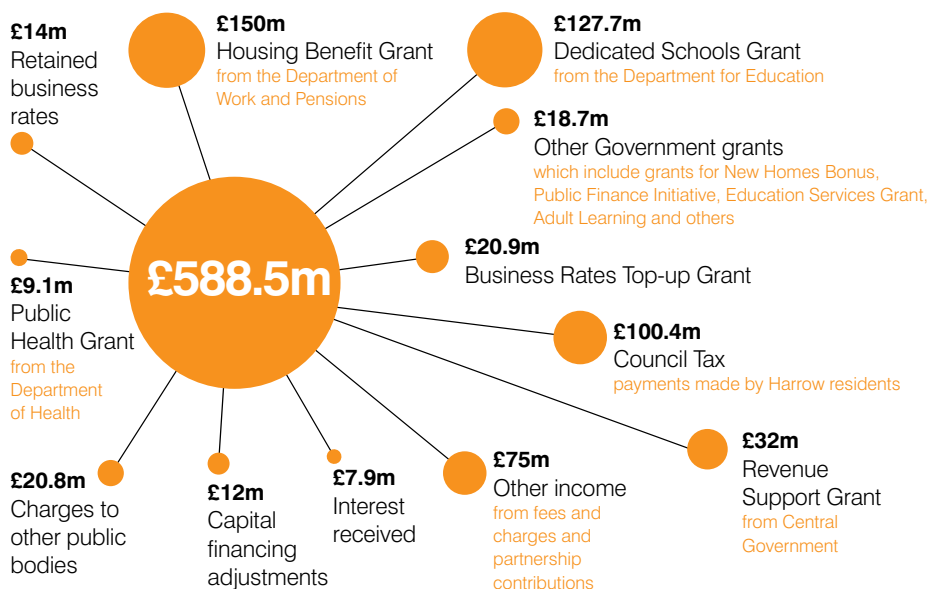
**Ruislip, Northwood & Pinner:  
Nick Hurd MP**  
 [nick.hurd.mp@parliament.uk](mailto:nick.hurd.mp@parliament.uk)





# Where does the council get its money from?

We get our money from a variety of sources, and Council Tax is one of them. This chart shows you where we will get our money from for the coming year 2015/16.



The table below shows the change between 2014/15 and 2015/16 in the total budget funded from Formula Grant, retained Business Rates and Council Tax.

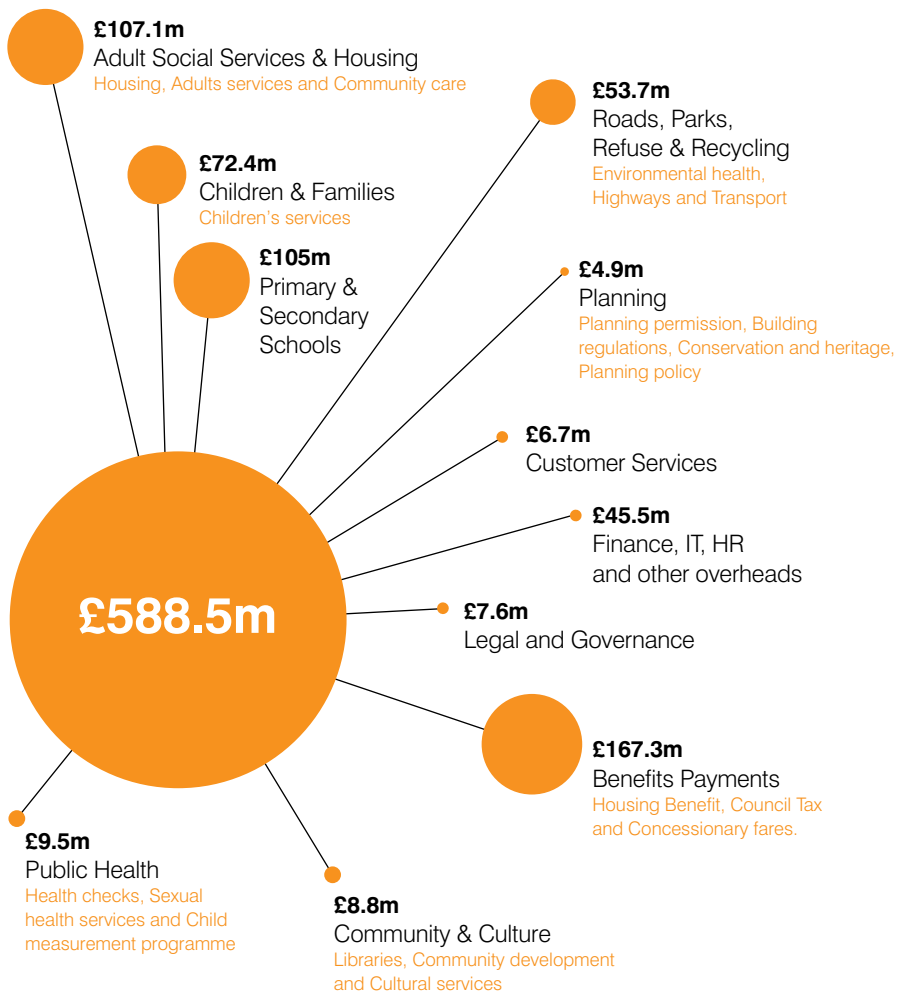
Changes in the council's expenditure	£m
Budget requirement 2014-15	174.4
Capital financing costs & investment income	0.9
Technical changes (including specific grant changes)	2
Inflation	3.2
Investment in services and budget pressures	7.7
Savings	-20.8
Budget requirement 2015-16	167.4





# Where does the council's money go?

From schools to housing, we want to ensure that you know where your money goes.







# How is the council's money spent?

Below are just a few examples as to how Harrow's income is spent in a typical year:



Providing  
**£150m**  
in Housing  
Benefits  
to 20,200 Housing  
Benefit claimants



Renewing and  
assessing  
**3,700**  
Blue Badges  
per year

Collecting  
**40,000**  
TONNES



of recycling waste



Sweeping the  
distance from London  
to New Delhi, keeping  
Harrow's streets clean



Speaking to 82,000  
customers face to  
face in Access Harrow  
(Harrow Civic Centre)



Processing  
**632,000**  
web forms



Subsidising  
£9.7m of travel  
journeys through  
**44,000**  
Freedom passes





# What will I pay?

**When the council sets the Council Tax, it sets the amount of a band D property. The amount for the other valuation bands is worked out as a proportion of the band D amount.**

Your home is placed in one of eight valuation bands based on its value on 1st April 1991. The Valuation Office Agency, which is part of HMRC (Her Majesty's Revenue & Customs), determines which band your home is in. The Council Tax is collected by Harrow Council and shared between the council and the Greater London Authority (GLA).

**The range of values and the proportion of the band D charge for each band are as follows:**

Band	Value	Proportion of band D	2015/16 charge
A	Up to £40,000	6/9	£1,019.57
B	£40,001 to £52,000	7/9	£1,189.50
C	£52,001 to £68,000	8/9	£1,359.43
D	£68,001 to £88,000	9/9	£1,529.36
E	£88,001 to £120,000	11/9	£1,869.22
F	£120,001 to £160,000	13/9	£2,209.08
G	£160,001 to £320,000	15/9	£2,548.93
H	Over £320,000	18/9	£3,058.72

These amounts include the precept levied by the Greater London Authority and other agencies. If you believe that the band for your home is wrong, please visit [www.voa.gov.uk](http://www.voa.gov.uk) or call directly on **03000 501 501**.

**The table below shows, for a band D property, the amount of your Council Tax which goes to us and the amount which goes to the GLA. Harrow Council has no influence over the level of tax set by the GLA.**

	2014/15	2015/16	Change	
	£	£	£	%
<b>Harrow Council</b>	1,210.28	£1,234.36	+24.08	+1.99
<b>Greater London Authority</b>	299.00	£295	-4	-1.36
<b>Total</b>	<b>1,509.28</b>	<b>£1,529.36</b>	<b>+20.08</b>	<b>+0.63</b>





# What benefits can I claim from the council?

**If you are on a low income or claim certain means tested benefits (Income Based Job Seeker's Allowance, Pension Credit, Income Based Employment Support Allowance or Income Support), you may be able to get help with your rent and/or Council Tax.**

**Housing Benefit** – This provides help with rent for people who have a low income and less than £16,000 in savings, or who receive certain means tested benefits as detailed above. Some people may get all of their eligible rent paid.

**Council Tax Support** – This is sometimes called Council Tax Reduction and is available to people in Harrow who have a low income and less than £16,000 in savings or receive certain means tested benefits as detailed above. This can provide help with your Council Tax bill.

In 2014 we consulted with you on possible changes we could make to our Council Tax Support Scheme. You told us that you thought the scheme shouldn't change.

Taking your feedback into account, the scheme for 2015/16 remains the same as in 2014/15. If you receive Council Tax Support, your Council Tax bill will show you how much you need to pay. Alternatively, you can go to **<https://myharrowaccount.harrow.gov.uk>** to find out how much you need to pay.

If you do not make a claim, you will not receive a benefit. Go to **[www.harrow.gov.uk/benefits](http://www.harrow.gov.uk/benefits)** to use our online benefits calculator and find out how you can claim.

## **Have your circumstances changed?**

If you receive Housing Benefit or Council Tax Support, you must tell us about any changes that might affect the benefit you can receive. For information on the type of changes you need to tell us about and how to tell us, go to **[www.harrow.gov.uk/benefits](http://www.harrow.gov.uk/benefits)**

**Other benefits** – To find out more about other benefits you may be able to receive go to **[www.dwp.gov.uk](http://www.dwp.gov.uk)**





# Your Local Directory

## Adult Services

If you are concerned that an elderly or disabled adult may be experiencing abuse, harm or exploitation, please call for advice and support or to report a concern.

☎ **020 8901 2680**

🌐 **[www.harrow.gov.uk/safeguardingadults](http://www.harrow.gov.uk/safeguardingadults)**

## Emergency Duty Team

Within office hours (9am-5pm)

☎ **020 8901 2680**

☎ **020 8424 0999** (Out of hours)

## Citizens Advice Bureau (CAB)

☎ **020 8427 9477**

🌐 **[www.harrowcab.org.uk](http://www.harrowcab.org.uk)**

## Compass Drug and Alcohol Service

☎ **020 8861 2787**

🌐 **[www.harrow.gov.uk/drugsandalcohol](http://www.harrow.gov.uk/drugsandalcohol)**

## Harrow Helpline

For residents who have an emergency button in their home

☎ **020 8861 3242**

## Meals on Wheels

☎ **020 8736 6200**

🌐 **[www.harrow.gov.uk/mealsonwheels](http://www.harrow.gov.uk/mealsonwheels)**

## Mental Health

Mind in Harrow

☎ **020 8426 0929**

🌐 **[www.mindinharrow.org.uk](http://www.mindinharrow.org.uk)**

## Children's Services

☎ **020 8901 2690**

🌐 **[www.harrow.gov.uk/socialcarecontacts](http://www.harrow.gov.uk/socialcarecontacts)**

## Emergency Duty Team

Within office hours (9am-5pm)

☎ **020 8901 2690**

☎ **020 8424 0999** (Out of hours)

## Children's Centres

🌐 **[www.harrow.gov.uk/childrenscentres](http://www.harrow.gov.uk/childrenscentres)**

## Comments and Complaints

For Adults and Children's Social Care

☎ **0800 136 104**

🌐 **[www.harrow.gov.uk/complaints](http://www.harrow.gov.uk/complaints)**

## Housing Advice

☎ **020 8424 1093**

🌐 **[www.harrow.gov.uk/housingadvice](http://www.harrow.gov.uk/housingadvice)**

## Homelessness and Housing Options

🌐 **[www.harrow.gov.uk/homeseekers](http://www.harrow.gov.uk/homeseekers)**

## Housing Repairs

☎ **020 8901 2630**

🌐 **[www.harrow.gov.uk/tenants](http://www.harrow.gov.uk/tenants)**

## M for Money Credit Union

The M for Money Credit Union offers small, affordable loans or savings accounts. It is also accessible for those who are unable to use High Street banks.

☎ **020 8756 3866**

🌐 **[www.mformoneycreditunion.org](http://www.mformoneycreditunion.org)**





## Crime

In an emergency, always call **999**.

### Anti-Social Behaviour

☎ **0845 371 4110**

🌐 [www.harrow.gov.uk/crimeprevention](http://www.harrow.gov.uk/crimeprevention)

### Corporate Anti-Fraud Team

☎ **020 8424 1834**

🌐 [www.harrow.gov.uk/fraud](http://www.harrow.gov.uk/fraud)

### Domestic Violence

☎ **0808 200 0247**

🌐 [www.harrow.gov.uk/domesticviolence](http://www.harrow.gov.uk/domesticviolence)

### Stop Hate UK

Hate incidents/crimes are targeted at a person because of hostility or prejudice towards that person's disability, race or ethnicity, religion or belief, sexual orientation, or transgender identity.

☎ **0800 138 1625** (24 hour)

🌐 [www.harrow.gov.uk/crimeprevention](http://www.harrow.gov.uk/crimeprevention)

## Environmental Services

☎ **020 8901 2600**

🌐 [www.harrow.gov.uk/environment](http://www.harrow.gov.uk/environment)

### Allotments and Pitch Bookings

☎ **020 8901 2605**

🌐 [www.harrow.gov.uk/allotments](http://www.harrow.gov.uk/allotments)

### Trading Standards

☎ **020 8937 5555**

🌐 [www.harrow.gov.uk/tradingstandards](http://www.harrow.gov.uk/tradingstandards)

## Economic Development

### Employment and Training Support

☎ **020 8420 9392**

🌐 [xcite@harrow.gov.uk](mailto:xcite@harrow.gov.uk)

### Guidance on Your Business Needs

☎ **020 8736 6539**

🌐 [www.harrow.gov.uk/business](http://www.harrow.gov.uk/business)

### Procurement (supplying to the council)

☎ **020 8416 8157**

### Licensing and Registration

☎ **020 8901 2600**

🌐 [www.harrow.gov.uk/licensing](http://www.harrow.gov.uk/licensing)

## Registration Services

☎ **020 8901 2665**

### Births, Deaths, Marriages and Civil Partnerships

🌐 [www.harrow.gov.uk/birth](http://www.harrow.gov.uk/birth)

🌐 [www.harrow.gov.uk/death](http://www.harrow.gov.uk/death)

🌐 [www.harrow.gov.uk/marriages](http://www.harrow.gov.uk/marriages)

### Cemeteries

Memorial applications, rights of burial etc

🌐 [www.harrow.gov.uk/cemeteries](http://www.harrow.gov.uk/cemeteries)

### Local Land Charges

🌐 [www.harrow.gov.uk/landcharges](http://www.harrow.gov.uk/landcharges)

### Nationality Checking & Citizenship

🌐 [www.harrow.gov.uk/nationalitycheckingservice](http://www.harrow.gov.uk/nationalitycheckingservice)



# Join 70,000 Harrow residents who have signed up for a MyHarrow account.



**The MyHarrow account is a secure, FREE online service, putting you in control of the council services you use, at a time and place that's convenient for you.**

## **Use your computer, laptop or tablet to:**

- keep track of your Council Tax, housing benefit and rent accounts
- update your personal information when circumstances change
- renew your parking permits
- report issues to us and keep track of their progress

You can also set up alerts for information about planning applications, bin collections and other important updates in your local area.

## **Opening an account couldn't be simpler:**

1. Follow the instructions at **[www.harrow.gov.uk/register](http://www.harrow.gov.uk/register)**
2. Link your council accounts, such as Council Tax, Housing Benefit and Housing Rent, to view them via your MyHarrow account.

## **Investing in supporting residents**

Over the past few years there has been a big increase in the number of people contacting the council regarding housing issues and dealing with changes to their welfare payments. This has led to an increase in waiting times to talk to our advisors.

To try and help deal with this demand, we have invested £216,000 in hiring and

training new staff to help residents get expert help faster.

Whilst we appreciate that there are times when residents would prefer to talk to a member of staff, particularly for complex or difficult issues, many queries can be dealt online through your MyHarrow account or at **[www.harrow.gov.uk](http://www.harrow.gov.uk)**.





GET SUPER SAFE  
WITH OUR FREE  
CYCLE TRAINING.



**FREE ADULT CYCLE  
TRAINING AVAILABLE  
TO ANY RESIDENT,  
WORKER OR STUDENT  
IN THE BOROUGH.**

For more information on how you can get better on your  
bike check out [www.harrow.gov.uk/cycletraining](http://www.harrow.gov.uk/cycletraining)



## BOTHERED BY RATS AND MICE?

Harrow Council provides cost effective Pest Control services to residents and businesses. Most requests can be accommodated within 24 hours of payment.

Our staff is fully trained to industry standards. Our charges are fixed and fully inclusive of materials.

We provide a free pest identification service to all residents.

Rats and Mice (includes up to 3 visits)	£119.00
Wasps (colony killed but nest not removed)	£ 74.00
Cockroaches (domestic) Gel bait (Min 2 visits required).	£135.00
Bed bugs (2 visits plus survey visit required)	£240.00
Non domestic services are charged at an hourly rate	£140.00
Dead animal carcass collection	£ 31.20
Survey fee (refundable against treatment)	£ 27.00
Pest proofing.....	Price on application

Other pest treatment available - price on application.

Please enquire for details of our annual, bespoke service contracts. Specific arrangements for private and social housing and schools can be accommodated.

For appointments and payments call 020 8901 2600.

Prices shown are for 2015/16 and subject to change, please enquire at time of booking. (Credit/Debit cards accepted.)



**URGENTLY WANTED**

**Local Houses, Land & Property**  
**ANY PROPERTY ANY CONDITION**  
**All Property Problems Solved**


 **Call Raj at MPL**  
**now on:**  
**020 3151 7255**

**Your LOCAL Property Specialist!**  
**FREE Consultation & Support**

**E: [info@MiddlesexPropertyandLand.co.uk](mailto:info@MiddlesexPropertyandLand.co.uk)**  
**W: [www.MiddlesexPropertyandLand.co.uk](http://www.MiddlesexPropertyandLand.co.uk)**

Ask your pharmacist  
for quick and simple  
advice on alcohol

**Drink can sneak up on us**




**Get free 1-to-1 advice at your  
local pharmacist about:**

- Easy ways to cut down
- The health benefits of drinking less
- Knowing how much is too much and the risks

For details of participating pharmacies go to  
[www.harrow.gov.uk](http://www.harrow.gov.uk) and search for 'Alcohol Awareness'

Look for this poster in participating pharmacies









## Delivering cleaner and safer streets...

Harrow Council's Environment and Enterprise directorate is responsible for maintaining and improving Harrow's roads to meet the needs of residents and businesses.

### The department manages:

- 285 miles of roads and 570 miles of pavements
- 15,500 street lights and 3,500 items of illuminated street furniture
- 30,000 street furniture items such as road signs, bins and bollards
- 19,200 roadside drainage gullies
- 40 miles of watercourse and 65 river structures
- Hundreds of miles of highway drains
- 150 highway structures including bridges, footbridges and subways
- 60,000 trees

### Useful contact numbers:

Abandoned vehicles, Faulty street lighting, Unauthorised use of highway, Winter gritting, Road drainage and flooding - **020 8901 2600** Street works, Broken utility covers, potholes, footway trips, damaged street furniture - **020 8424 1884** Sewer connection - **08459 200 800** (Thames Water), Parking permits and Council car parks - **020 8901 2640** Parking problems, parking controls (not penalty charge notices) - **020 8424 1888** Roads and pavements refurbishment - **020 8416 8783** Traffic management and road safety issues - **020 8736 6816** Public transport issues - **020 8424 6695** Transport for London (TfL) - **0343 222 1234**

[www.harrow.gov.uk](http://www.harrow.gov.uk)

# YMCA

- Spare room?
- Spare time?
- Help a young person & earn money?

## Supported Lodgings

YMCA  
WEST  
LONDON

T 020 8832 1551 /3  
M 07773 047546  
[ymcawestlondon.org](http://ymcawestlondon.org)

# PACK & SEND Harrow



## Collect Anytime

We'll collect **anything** you want to PACK & SEND at any time.



## Pack Anything

*fragile, large, awkward or valuable*

From simple cartons to foam-injected crates; our specialist packing services will make **anything** safe to send which is how we can provide full loss & damage transit cover for items of any value.



## Send Anywhere

Whether you are sending to the UK, or to 220 countries worldwide, our comprehensive range of delivery options include road, sea and air services, so we can provide a solution that suits **your** needs.

For a guaranteed low cost estimate just email your enquiry to [harrow@packsend.co.uk](mailto:harrow@packsend.co.uk) call us on **020 8864 7400** or visit us at 385 Northolt Road, London HA2 8JD. [www.packsend.co.uk/harrow](http://www.packsend.co.uk/harrow)





## Harrow Community Handyperson Scheme

If you need help with small jobs to your home and are without regular help and support from family and friends, then we may be able to assist you.

All advice given and work undertaken is free.  
All you pay for is the materials.

To qualify for assistance under the scheme, you must be:

- ✂ The person who is responsible for maintaining your home
- ✂ Over 60 and in receipt of benefits
- ✂ A disabled person in receipt of benefits

### Works covered by scheme:

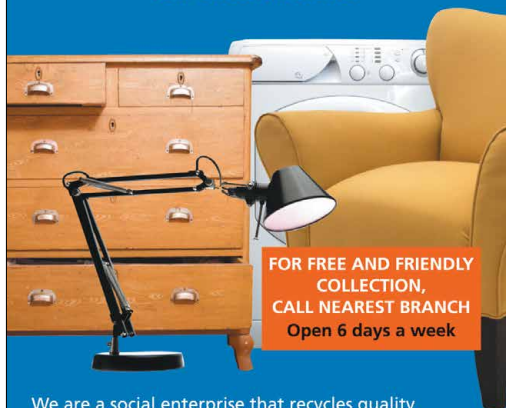
Anything from changing a light bulb to putting up shelves etc. Please call and we can advise on what we will do under this scheme.

Please telephone 020 8424 1894 and speak to one of the team.

Harrow Home Improvement Agency  
Conditions apply.



Do you have good quality, unwanted furniture or electricals?



FOR FREE AND FRIENDLY  
COLLECTION,  
CALL NEAREST BRANCH  
Open 6 days a week

We are a social enterprise that recycles quality unwanted furniture and electricals. Providing paid employment and training to disadvantaged people and bargain prices to the public.



Uxbridge: 01895 256655  
Hayes: 020 8797 9505  
info@trinityhnp.org.uk  
[www.trinityhomelessprojects.org.uk](http://www.trinityhomelessprojects.org.uk)  
Reg. Charity No. 1118222 Company No. 03683014

## Attention all landlords Properties wanted

Since 1968 Shepherds Bush Housing Association has been a trusted part of the local community, now managing more than 5,000 homes. For 25 years, we've been managing, maintaining and guaranteeing rents for landlords.

We are looking for properties in all areas on **GUARANTEED** or **MARKET** rent. **Cash incentives offered.**

### GUARANTEED RENT SCHEME

We can take on 'hard to let' or large properties including HMO's

- Advance monthly rent even if your property is empty
- No management fee or commission – we pay what we quote
- Flexible three or five year leasing options
- Grants funding advice
- No void works if the property becomes empty within lease (exceptions apply)

### MARKET RENT SCHEME

- Yearly contracts
- Free rent guarantee
- Tenant referencing for your chosen tenant
- Free photo inventory
- 24/7 repairs service and furniture supply
- Full Management or Rent Collection



Contact us to  
discuss your options  
and to arrange a  
no obligation visit

Landlords hotline:  
020 8996 4271

psateam.sbha@sbhg.co.uk  
[www.sbhg.co.uk/landlords](http://www.sbhg.co.uk/landlords)



The home of guaranteed rents

SHEPHERDS BUSH HOUSING GROUP



# ARE YOU BUILDING *green?*



Receive a grant of up to £1,000  
and take advantage of energy efficient  
installation contract opportunities.

Funding is available for Harrow based construction companies  
to train to become accredited Green Deal installers.

Find out more at [www.harrow.gov.uk/greendealgrant](http://www.harrow.gov.uk/greendealgrant)

or contact [edo@harrow.gov.uk](mailto:edo@harrow.gov.uk)

Apply by **Saturday 1st August 2015.**

The Government's Green Deal aims to improve the energy  
efficiency of more than 14 million UK homes by 2020.

*Harrow***COUNCIL**  
LONDON



**NHS****Harrow****Clinical Commissioning Group**

**We know that some of you care for others on a daily basis, quietly looking after a family member, friend or neighbour. It may be that you do not see yourself as a carer.**

**If you support a family member or friend who, without you, could not cope...**

**...Then you are a carer**

# Are you a Carer?

Harrow CCG recognises the need to better support carers in their vital role and are committed to improving the help and support you receive.

**If you are a carer please inform your GP surgery who will be able to offer you:**

- Information and advice
- Flexible appointment times
- Annual wellbeing checks
- Annual flu vaccines

## OTHER USEFUL CONTACTS:

Harrow Carers 020 8868 5224  
[www.harrowcarers.org](http://www.harrowcarers.org)

Age UK Harrow 020 8861 7980  
[www.ageuk.org.uk/harrow](http://www.ageuk.org.uk/harrow)

Harrow Council Carers Lead  
020 8901 2680



### Did you know?

You can also follow us on Twitter: -  
**@NHSHarrowCCG**



### Want to read our draft plans?

Log onto our brand new website to learn more: [www.harrowccg.nhs.uk](http://www.harrowccg.nhs.uk)





“  
**OUR CHILDREN  
HAVE LEFT  
HOME**  
**BUT WE STILL HAVE  
A LOT OF LOVE  
TO GIVE**  
If we can do it so can you.  
Be a Foster Carer. ”



For more information  
Visit: [www.harrow.gov.uk/fostering](http://www.harrow.gov.uk/fostering)  
Free call: 0800 064 1000  
Email: [fpduty@harrow.gov.uk](mailto:fpduty@harrow.gov.uk)





**THINK TRAINING ...**  
**THINK EMPLOYMENT ...**

**#THINK  
APPRENTICE**

An apprenticeship is a real job with training, so you can earn while you learn and pick up recognised qualifications as you go.

Aged over 16 and not in full-time education? Find out more at [www.harrow.gov.uk/apprenticeships](http://www.harrow.gov.uk/apprenticeships) or follow **#ThinkApprentice** on Twitter.

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LONDON







# REGISTER TO VOTE AND HAVE YOUR SAY



Make sure you are registered to vote and able to have your say in deciding the future of the UK.

Registering to vote has changed.

## **HOW TO REGISTER:**

Registration takes around 5 minutes. You will need your date of birth and National Insurance number (if you have one).

## **ONLINE:**

Simply complete the form at [www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote)

## **BY POST:**

Download a form at [www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote) or call **020 8901 2660** to request a form.

## **GENERAL ELECTION – 7TH MAY 2015**

If you are not currently on the electoral roll, you will need to register by Monday 20th April 2015 to be able to vote in the General Election on 7th May 2015.

Remember, only you can register. In June 2014 a new registration system called Individual Electoral Registration (IER) was introduced. This modernises the way we register to vote and reduces the risk of electoral fraud. This means that you now need to register and update your details individually – no one can register for you.

Find out more at [www.harrow.gov.uk/elections](http://www.harrow.gov.uk/elections)

**YOUR VOTE MATTERS**

**MAKE SURE YOU'RE IN**





# Our most popular services

telephone numbers

## Adult Social Services

☎ 020 8901 2680

For enquires about Blue badges, Freedom passes, Taxi cards, Social care

## Children's Services

☎ 020 8901 2690

## Council Tax and Business Rates

☎ 020 8901 2610

## Education Services and School Admissions

☎ 020 8901 2620

## Electoral Services

(Electoral register, elections and voting)

☎ 020 8901 2660

## Environmental Services

☎ 020 8901 2600

## Harrow Arts Centre

☎ 020 8416 8989

## Hatch End Swimming Pool

☎ 020 8428 8041

## Harrow Leisure Centre

☎ 020 8901 5980

## Harrow Libraries

☎ 020 3714 7731 / 7732

## Housing Benefit and Council Tax Support

☎ 020 8901 2610

## Housing Rents

☎ 020 8424 1125

## Payments

☎ 020 8424 1220

## Planning and Building Control

☎ 020 8901 2650

## Registration Services

(Births, weddings, funerals, nationality checking services, local land charges)

☎ 020 8901 2665

## Volunteering

☎ 018 9544 2730



Cut out and keep this on  
your fridge or noticeboard!



# Our most popular services

web addresses

## Adult Services

- 🌐 [www.harrow.gov.uk/socialcarecontacts](http://www.harrow.gov.uk/socialcarecontacts)
- 🌐 [www.harrow.gov.uk/reablement](http://www.harrow.gov.uk/reablement)
- 🌐 [www.harrow.gov.uk/concessionarytravel](http://www.harrow.gov.uk/concessionarytravel)
- 🌐 [www.harrow.gov.uk/safeguardingadults](http://www.harrow.gov.uk/safeguardingadults)

## Arts and Culture

- 🌐 [www.harrowarts.com](http://www.harrowarts.com)
- 🌐 [www.harrow.gov.uk/sportandfitness](http://www.harrow.gov.uk/sportandfitness)
- 🌐 [www.harrow.gov.uk/libraries](http://www.harrow.gov.uk/libraries)
- 🌐 [www.harrow.gov.uk/volunteering](http://www.harrow.gov.uk/volunteering)

## Council Tax and Business Rates

- 🌐 [www.harrow.gov.uk/counciltax](http://www.harrow.gov.uk/counciltax)
- 🌐 [www.harrow.gov.uk/businessrates](http://www.harrow.gov.uk/businessrates)

## Education Services

- 🌐 [www.harrow.gov.uk/education](http://www.harrow.gov.uk/education)

## Electoral Services

- 🌐 [www.harrow.gov.uk/elections](http://www.harrow.gov.uk/elections)

## Environmental Services

- 🌐 [www.harrow.gov.uk/environment](http://www.harrow.gov.uk/environment)
- 🌐 [www.harrow.gov.uk/waste](http://www.harrow.gov.uk/waste)
- 🌐 [www.harrow.gov.uk/highways](http://www.harrow.gov.uk/highways)
- 🌐 [www.harrow.gov.uk/flytipping](http://www.harrow.gov.uk/flytipping)

## Housing Benefit and Council Tax Support

- 🌐 [www.harrow.gov.uk/benefits](http://www.harrow.gov.uk/benefits)

## Housing Enquiries and Repairs

- 🌐 [www.harrow.gov.uk/housing](http://www.harrow.gov.uk/housing)

## Parking Services

- 🌐 [www.harrow.gov.uk/parking](http://www.harrow.gov.uk/parking)

## Payments

- 🌐 [www.harrow.gov.uk/pay](http://www.harrow.gov.uk/pay)

## Planning and Building Control

- 🌐 [www.harrow.gov.uk/planning](http://www.harrow.gov.uk/planning)

## Top Tip

Log in with a MyHarrow account and your personal details will automatically appear when completing an online form!

Cut out and keep this on  
your fridge or noticeboard!

