



ENHANCING HARROW TOWN CENTRE

Consultation and Engagement report

London Borough of Harrow

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Public report



Contents

1. What we are doing 3

2. Public Consultation and Engagement 5

3. What you said 8

4. Recommendations 19

Appendix A: Map of opportunities and visuals of how they could look 22

Appendix B: Engagement leaflet 25

Appendix C: Social media posts 26

Appendix D: The survey questions 27

Appendix E: Accessibility Assessment comments summary 31



1. What we are doing

London Borough of Harrow is enhancing Harrow Town Centre, creating a well-connected, cleaner, safer space in the heart of our borough - a place where local people can meet, visit, shop and enjoy spending time.

The project supports the Council's ambitions to restore pride in Harrow and the key priority to deliver a borough that is clean and safe.

We've received funding - £7.1 million through the Government's [Future High Streets Fund \(External link\)](#) and will use £1.1m of our own borough funds from the [Community Infrastructure Levy scheme \(External link\)](#) to enhance Harrow Town Centre and make it a better-connected, more accessible, and sustainable space. The Future High Streets Fund aims to renew and reshape town centres and high streets in a way that improves experience, drives growth and ensures future sustainability.

The funding will be used to deliver upgrades to Greenhill Way, Kymberley Road, Clarendon Road, College Road, the Pinner Road and Greenhill Way pedestrian underpass and Station Road. These improvements will complement other town centre projects:

- Greenhill Way car park to accommodate temporary and affordable commercial workspaces for hire to inform plans for the future use of the site.
- New kiosks in St Anns Road to revamp conditions for traders old and new.

Our aim is to create a town centre for Harrow that:

- Makes it easy for people to visit and shop, supporting our businesses and the local economy.
- Creates safer and more enjoyable spaces for the community to spend time in and visit at all times of day and night.
- Improves green spaces and encourages sustainable modes of transport.
- Improves access and mobility, ensuring inclusion is at the heart of our town centre.
- Aligns with our wider programme of improvement across Harrow.

What is being proposed?

To create a more accessible, inclusive, safe and sustainable town centre we are proposing the following changes:

- Safer crossing points throughout the town centre.
- Better lighting throughout the town centre, improving safety and visibility.
- Improved green spaces along Kymberley Road and Greenhill Way, creating green and leafy corridors and providing shade and shelter.
- New and improved areas with plants and seating along Greenhill Way and near the end of College Road, providing more spaces for people to stop and rest and



improving the look and feel of the streets, encouraging people to spend more time in the town centre.

- Improved lighting and renewed planting in the Greenhill Way underpass, creating a safer and more welcoming environment and supporting better walking and cycling links to Harrow Rec
- The introduction of safety rated street furniture measures (known as HVM) at both ends of St Anns Road to prevent unauthorised vehicles from accessing the pedestrianised areas.
- Clearer directional signage on College Road, Clarendon Road, Greenhill Way, Station Road and between Kymberley Road and College Road, making it easier for people walking to navigate around the town centre.
- Better cycling infrastructure along College Road, Greenhill Way and Station Road, allowing for safer and more accessible cycling routes.
- Improved market and event space on St Anns Road, providing better business opportunities and experience for customers.

A plan of the proposals and some visuals of how the enhancements could look are shown in **Appendix A**.

2. Public Consultation and Engagement

From **30 October until 10 December**, we shared information on proposals to better support our thriving local economy, that look to improve walking, cycling and public transport connectivity, create a safer environment and reduce street clutter.

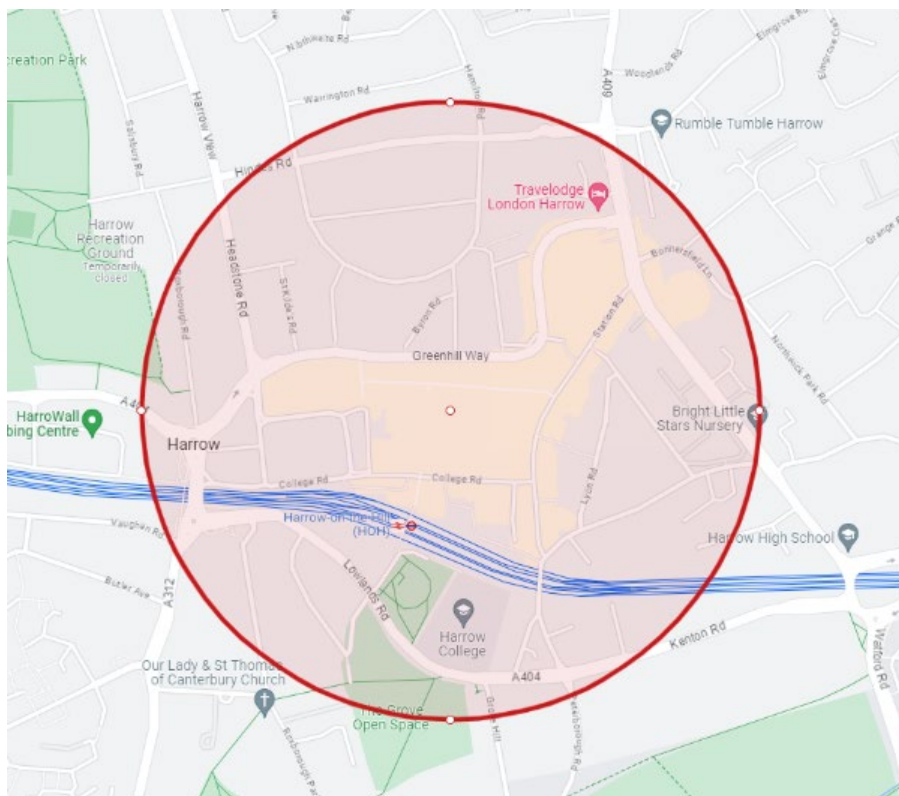
In total, we engaged directly with 26 key stakeholders, groups and individuals, including emergency services, the two local shopping centres and Business Improvement District (BID) and local accessibility groups, who we invited to join us on site to discuss current barriers for those with disabilities accessing the town centre, and possible solutions we could incorporate into our designs.

We also emailed 17 statutory stakeholders about the engagement opportunity, and it was featured in Harrow Online.

To promote the consultation more widely, information was also included in relevant editions of the weekly council e-newsletter MyHarrow. We distributed a leaflet (attached in **Appendix B**) to 5,618 properties in the area shown in Figure 1 11. We also promoted the online engagement survey platform, MyHarrowTalk, and the dates of the drop-in events on our social media channels. Some example posts are shown in **Appendix C**.

Our online engagement portal received 1,837 visits during the six-week period and we had 117 responses to our online survey: <https://talk.harrow.gov.uk/enhancingharrowtowncentre> . The engagement page and the information remain active and will be updated as the project progresses.

Figure 1 11: Map of the leaflet distribution area



Source: www.lboxcomms.com



The local community was encouraged to complete a survey (**Appendix D**) with questions tailored to their unique experiences of the town centre and what improvements they would like to see to public spaces and to support walking and cycling. During the facilitated accessibility site walk, participants were encouraged to feedback on their own experiences of the area and suggestions for improvements for people with mobility issues. Their comments are included within this report.

From the feedback we received, there was generally recognition that changes were needed to improve the functionality, look, and feel of Harrow Town Centre.

This report summarises the results of engagement carried out with local residents, businesses, community and accessibility groups and visitors, and proposes which elements of the concept designs should be taken forward based on that feedback.

Engagement Events

A summary of all engagement events and activities undertaken is shown below.

Date (2023)	Activity	Participation
25 October and 6 November	Meeting with Harrow BID x 2	4 attendees at each meeting
6 November	Meeting with Age UK	4 attendees
Saturday 11 November 10am – 2pm	In-person drop-in event at Greenhill Library	25 attendees
Tuesday 14 November 2.30 – 5.30pm	In-person drop-in event at Greenhill Library	20 attendees
Wednesday 15 November 6 – 8pm	Online drop-in event	8 attendees
5 December 2 – 4pm	Facilitated site walk	Site walk with members of local mobility groups and the project team – 6 participants





3. What you said

This section summarises the responses received via all activities throughout the consultation period. This includes responses from the online survey, drop-in events and wider key stakeholder engagement.

Online survey responses summary

A summary of key responses received via the online survey is shown on the next few pages. Responses show that overall people would like to see a greener, more pleasant town centre that is more accessible, cleaner, safer and nicer to spend time in.

Enhancing Harrow Town Centre



117 Responses to the survey

- 81% of responses were from Harrow residents
- 4% of responses were from business owners

How people travel to the town centre



70% Agree it is easy to get around

47% Don't think it feels safe

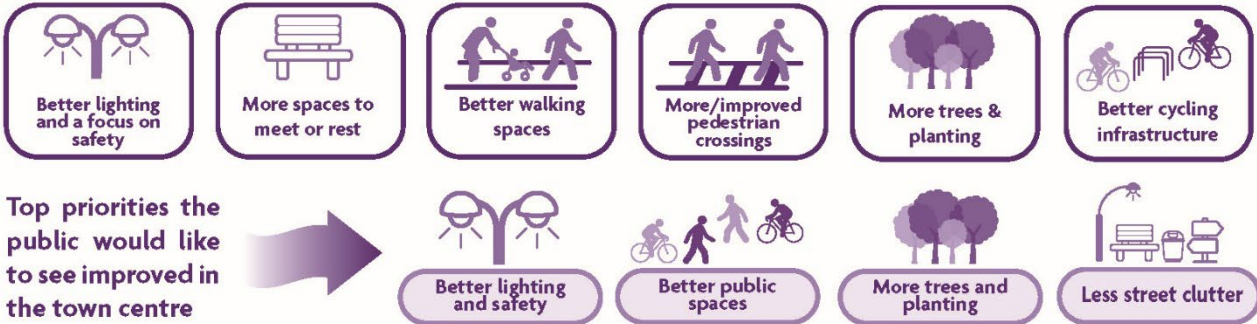
64% Don't think it looks attractive

69% Don't think there is enough greenery

58% Don't think there is a community feel

55% Don't think the area is clean and well kept

What respondents told us would encourage walking, cycling and public transport more in and around the town centre



A formal crossing on Greenhill Way at the entrance to the car park



Informal crossings on Greenhill Way at the entrance to the car park



Informal crossing on the junction of Clarendon Road and Kymberley Road



A formal crossing on Headstone Road



Respondents favoured:



Crossing points with traffic lights for safety

More hanging baskets and greenery along St Anns Road




A feature or sculpture on College Road



What else did you tell us?


Would like more places to spend time and relax in the town centre





Locations included:


- St Anns Road
- College Road
- In and around the St George's Shopping Centre


Would like public art along Kymberly Road and Greenhill Way




 Anything that can bring colours, life, and joy in general is more than welcome!


 They are generally not tastefully done


 The town centre is grey and dull


 Just encourages graffiti


Agree with pavement widening along Greenhill Way and Kymberly Road




 Wheelchair users and other people who need more space deserve the same equality of access


 Traffic is already bad in these areas, widening the pavements will reduce traffic flow


 Wheelchair users need wider pavements


 Traffic congestion is bad enough already


Neutral to creating more convenient and accessible loading and parking spaces




 There is plenty of available parking already in the car parks


 Could the car parking area behind Debenhams be repurposed as it's very desolate


 We need more parking for disabled vehicle users


 There is lots of parking but no dropped kerbs for disabled access


Would like to see storage containers for trade waste bins



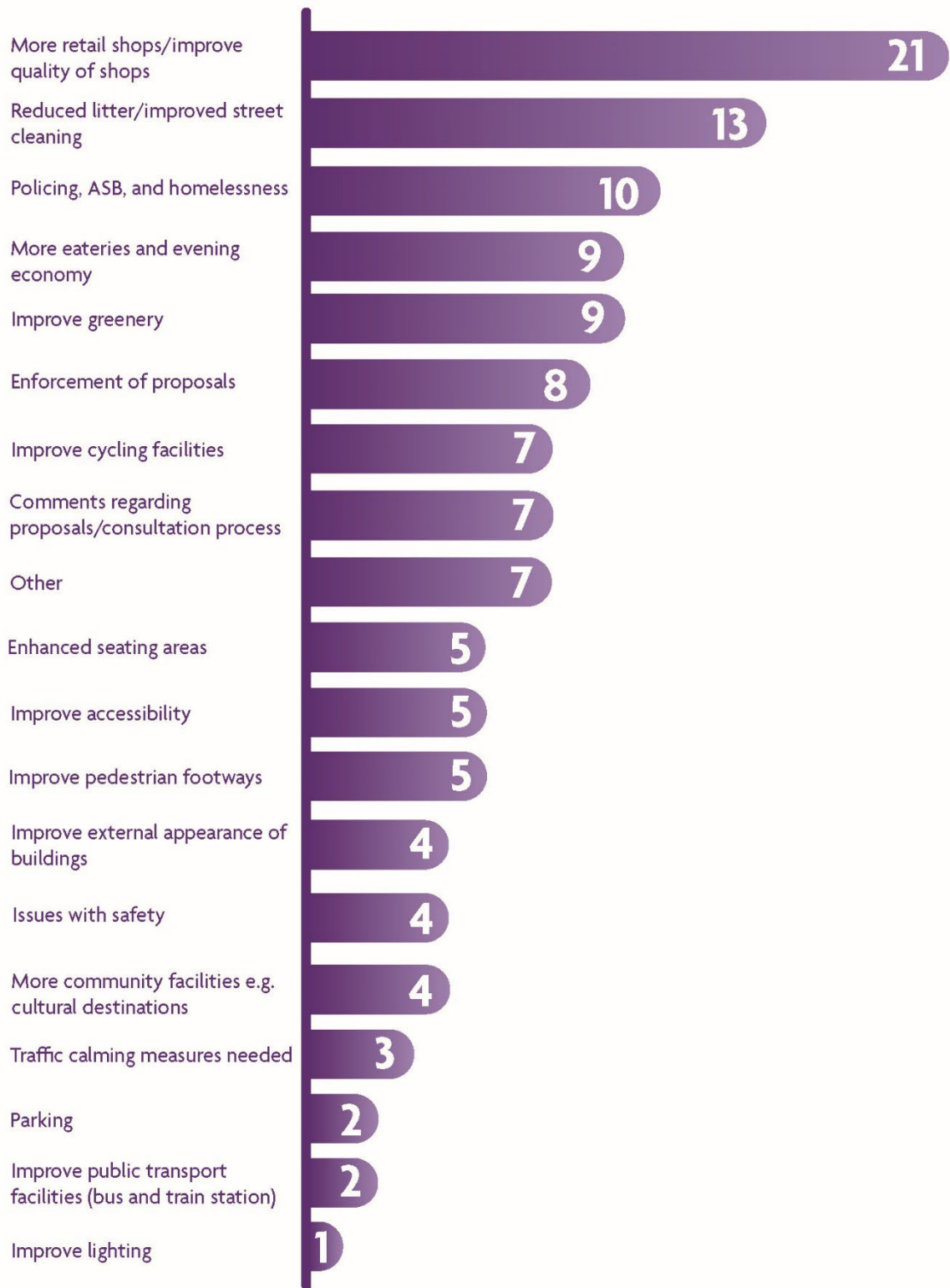
 Cluttered, messy and smelly. They should be out of sight.

 The bins currently make the area look run down and shabby.

 The current bins are not easy on the eye.

 Too much rubbish currently on the road and fly tipping

What else respondents told us





All engagement activity summaries

The data collected from all activities undertaken throughout the consultation period has been analysed and grouped into seven key themes that arose from the community’s feedback:

1. Defining areas
2. Greening
3. Lighting
4. Navigation
5. Amenities
6. Safety
7. Parking and access

The key points raised for each of these themes across all engagement activities are summarised below.

Defining areas

Challenge	Suggested interventions/opportunities
There needs to be clearer differentiation between the pedestrian areas and carriageway / cycle lanes College Road / Clarendon Road as there is currently confusion about who has right of way. Due to the blended surface of the pavement and road, it is often assumed that the area is pedestrianised despite being open to motorised traffic. This creates conflict between pedestrians and vehicles.	<ul style="list-style-type: none"> • Use of different coloured surfaces or physical kerbs to clearly differentiate pavement from road / cycle lane. • Signs telling cars to slow down or reminding them of pedestrian priority.
More seating areas away from traffic and along key routes so people have rest points.	<ul style="list-style-type: none"> • Re-allocation of seating to new areas so that is not overlooking high volumes of traffic. • More seating in the town centre and surrounding roads to provide rest stops and encourage dwell time.
More pedestrian spaces / priority throughout the town centre	<ul style="list-style-type: none"> • New formal and informal pedestrian crossing points introduced on Greenhill Way, Station Road, College Road, Headstone Road and Kymberley Road to support pedestrian movements throughout the town centre. • Pavement widening proposed for Greenhill Way and Kymberley Road
More creative space such as a public art gallery and sculpture garden to restore	<ul style="list-style-type: none"> • The proposed Meanwhile Space will provide space for artists and public art exhibition.



<p>creativity amongst our multi-cultural Community.</p>	<ul style="list-style-type: none"> • Opportunities for an art feature as part of the town centre enhancements.
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Greening

Challenge	Suggested interventions/opportunities
<p>Current trees/planters are not maintained or looked after, anything that is put in must be maintained to keep it looking nice.</p>	<ul style="list-style-type: none"> • Regular maintenance of the planters is needed. • All season plants for year-round greening • Brighter coloured flowers in the planters rather than neutral colours would help to brighten up the area.
<p>It would be good to have resting spaces incorporated into greenery where possible.</p>	<ul style="list-style-type: none"> • Planters to include seating where there is space. • Proposed planters with seating for areas that currently don't have resting and green space, such as Kymberley Road.
<p>Not enough green spaces to stop outside shops and cafes.</p>	<ul style="list-style-type: none"> • More planters with seating near shops / cafes to encourage and support people to spend longer in the town centre.
<p>Ensure design is suitable for people with mobility issues.</p>	<ul style="list-style-type: none"> • Look at a range of seating options that support people with mobility issues, e.g. arm rests and different heights of seating.

Lighting

Challenge	Suggested interventions/opportunities
<p>Lighting feels dim and cold at some places in the town centre, and non-existent at others, making the area feel unsafe at night. In particular Greenhill Way and the entrance to the station and bus station.</p>	<ul style="list-style-type: none"> • Brighter and warmer lighting would help to mitigate safety concerns and improve the look and feel of the area. • Lighting could be integrated into planters and trees or other features e.g. uplighting or lit archways. • Look at how lighting and art can be incorporated into the public space.
<p>Lighting is needed along the alleyways in the town centre, they are dark, dirty and unsafe.</p>	<ul style="list-style-type: none"> • Improving lighting along all alleyways in the town centre. • Considering other lighting options for Clarendon Road.



Navigation

Challenge	Suggested interventions/opportunities
Clearer signage would be welcome especially clearly connecting main areas like the bus, train, and tube and the shopping centre, and other key areas such as directing to the mosque, the closest large supermarkets etc.	<ul style="list-style-type: none"> Clearer signage needed to direct people to/from the transport hubs and key destinations within and around the town centre.
Signage should be lit so it's visible after dark as well.	<ul style="list-style-type: none"> Investigate lighting for signage.

Amenities

Challenge	Suggested interventions/opportunities
Street clutter such as A-boards and retail items currently causes issues in terms of safety and accessibility, as there is little room to pass on the pavement in some places e.g. along St Anns Road.	<ul style="list-style-type: none"> A declutter exercise to take place. More benches should be situated in the town centre, especially along St Anns Road where there is more space. People also feel safer sitting in busier areas e.g. near the shops / shopping centres. Removal of free-standing signs outside shops to be looked at. Bins obstruct walkways in the town centre and will be looked at. An audit of all signage to take place.
People often sit on the edge of planters, indicating a lack of suitable seating.	<ul style="list-style-type: none"> Beside / incorporated into planters could be a good location for seating, particularly those outside the restaurants / coffee shops so people can eat outside where seating isn't provided. Additional outdoor seating for the restaurants would be welcomed from an accessibility perspective as some cafes are difficult to access inside.
Lack of amenities/maintenance including public / disabled toilets	<ul style="list-style-type: none"> Toilets, especially for disabled people are needed in the area. Include within the Harrow Town Centre Masterplan.
Retail bins spill out onto pavements causing obstructions and are also messy and unsightly.	<ul style="list-style-type: none"> Review of bin storage and proposed storage along Greenhill Way and the alleyway to Greenhill Way Car Park to improve access and aesthetics. Discussion with Waste Team about bin collections and street cleaning.

Safety

Challenge	Suggested interventions/opportunities
Issues with antisocial behaviour (ASB) make some areas feel unsafe, particularly at night e.g.	<ul style="list-style-type: none"> Working with Police to ensure we are designing out crime and ASB.



St Anns Road, outside the bus station / train station, alleyways.	<ul style="list-style-type: none"> • Make improvements to lighting. • CCTV to be improved.
An option for slower crossing, or a wheelchair crossing light at pedestrian crossings would be useful for disabled people.	<ul style="list-style-type: none"> • Crossing timings to be reviewed with TfL. • Some new formal and informal crossing points to be considered.
Ensuring that streets are free of clutter such as A-boards, bins, other street furniture left out for people with visual or mobility impairments to fall over.	<ul style="list-style-type: none"> • Review of street furniture across the town centre and removal of any redundant street furniture / clutter. • Work with the BID to advise retail units on where A-boards should be situated. • Review of street furniture locations.
Issues with aggressive begging and intimidating groups hanging around.	<ul style="list-style-type: none"> • Create an environment that encourages more dwell time by families and residents, making the town centre busier at all times and less attractive for ASB. • Working with the Police to look at issues such as aggressive begging in the area. • The town centre is covered by a renewed Public Space Protection Order (PSPO).

Parking and access

Challenge	Suggested interventions/opportunities
More dropped kerbs, particularly next to disabled parking bays as currently there is a high kerb to contend with, e.g. on College Road.	<ul style="list-style-type: none"> • Review of disabled parking locations and dropped kerbs. • Ensure disabled parking spaces are accessible.
More monitoring and provision of blue badge spaces that already exist by St George’s shopping centre.	<ul style="list-style-type: none"> • Working with the parking team on enforcement of blue badge spaces.
Smooth surfaces for pavements and where possible avoiding sloping pavements.	<ul style="list-style-type: none"> • New paving to be suitable for people with mobility issues, e.g. non-slip, smooth surfaces etc. • Gradients to be as level as possible.
More secure cycle parking needed, including spaces for adaptive cycles, and signposting to it.	<ul style="list-style-type: none"> • Review of cycle parking and improvements made where possible. • Improvements to cycling infrastructure to support cycling to the town centre. • Improved wayfinding throughout the town centre
Protected cycle lanes around the main arteries of the town centre, especially on Station Road / Sheepcote Road and Lowlands Road	<ul style="list-style-type: none"> • New cycleway proposed for Greenhill Way, Station Road, College Road.

There were also comments collected on additional themes which are outside of the scope of this project, but they will be considered as part of the wider Harrow Town Centre Masterplan work. These included comments about:



- Having more retail shops / improving the quality of shops
- Improvements to the external appearance of buildings
- Wanting more community facilities e.g. cultural destinations



Key stakeholder engagement summaries

Business engagement

Specific comments made by business representatives included:

- Trees and planting:
 - Need to ensure ongoing maintenance so that new trees and planting continue to look nice and enhance the town centre.
 - Initial concerns over antisocial behaviour encouraged by pop-up parks introduced by the BID have been proven wrong, and they have been really well received. Support from businesses for similar initiatives.
 - Trees seem to affect Wi-Fi in the town centre.
 - The BID would like to work with designers on future greening to ensure it coincides with their plans.
- Lighting: key priority to improve safety after dark. Could it be made into a feature in some places? E.g. coloured lighting.
- The addition of colour in the area makes a big difference, e.g. flowers in hanging baskets.
- Seating: Businesses like the pop-up benches in the town centre and want more of those all over the town centre, even if they are smaller seating areas. People still using them even in the colder months. Smaller ones dotted around town at key locations to encourage dwell time / footfall would be great.
- Signage:
 - Use road names instead of shops / locations as these can change and make the sign redundant.
 - Light up signs at night.
 - Possible to add a QR code to Google Maps or another map-based service to help people with wayfinding?
- Alleyways:
 - Iceland alleyway on Station Rd needs looking at, it's a big cut through.
 - All alleys need improvement and better lighting.
 - Bins located in alleys need covering / hiding away / keeping out of the footpath.
- Bins: generally are an issue throughout the town centre. Could they be covered, or made smaller with more regular collections?

Police safety engagement

One of the key stakeholders was the Metropolitan Police. The police were interested in strategy related to traffic management and designing out crime. As part of the engagement with the police, designs and reports were shared for comment and a workshop to discuss those comment took place. Various items were raised in relation to seating, assets on the highway and traffic control measures, all of which have been considered in the options progressing to detailed design. These comments have been balanced against the need for all highway users needs to be accounted for as well as the practicality and functionality of the proposals.

Accessibility engagement



Key comments made by representatives from groups supporting older and disabled people included:

- Disabled parking spaces throughout the town centre are not all conveniently located, have no dropped kerbs, and are often abused by non-Blue Badge holders, making it very challenging to park and access the town centre.
- Connectivity between Dial-A-Ride / Community Transport, Shopmobility services and the wider town centre is deemed poor. The allocated bus stops are all at the western end of town, don't link up well with accessible infrastructure and make it challenging to reach the rest of town.
- Paving and surfaces are generally uneven throughout the town centre and often have trip and slip hazards like utilities covers set too low / too high, empty tree pits etc.
- Tactile paving and dropped kerbs are not always consistent or in the right locations.
- More seating / places to rest and lean are needed throughout the town centre and dispersed along the edges of streets as well as in the middle (especially along St Anns Road), as it's difficult to reach the current seating areas when it's busy.

A full breakdown of discussions and comments from the accessibility visit is included in **Appendix E**.



4. Recommendations

Based on the key findings from the engagement and consultation, recommendations have been developed across the seven key themes. Some of these can be delivered quickly and within the scope of this project, while other would need to be considered as part of the longer-term Town Centre Masterplan.

Defining areas

Creating clearer differentiation between pedestrian and vehicle space should be a priority. More defined paving / space for vehicles, cycles and pedestrians will be looked at the junction to Clarendon Road from Kymberley Road where it is unclear who has priority and where vehicle movements are coming from.

It is unclear currently that there is a cycle lane on College Road. It is recommended that this is redefined with coloured surfacing, and the edges of it made clearer to avoid confusion and conflict. Flush, distinct edges will also help visually impaired residents know where the pedestrian area ends.

People want more seating and attractive spaces in the town centre. Recommendations for planters with integrated seating and opportunities for public art should be taken forward, to create more pleasant spaces where people can spend time.

Art and wayfinding will be put into a separate design brief following engagement, to ensure a high-quality, well-designed strategy is developed to take these forward.

Greening

Additional greening should be implemented to increase the biodiversity of the area and create a softer, more pleasant space for people working and spending time in the town centre.

Following engagement, it is advised that budget is set aside to support maintenance of plants and green measures. Consideration should be given to reforming the existing plant maintenance strategy, as many of the trees and planters are currently poorly maintained. A full maintenance agreement should be put in place for all new planters introduced.

Lighting

Efforts should be made to increase the brightness to make the area feel safer and discourage antisocial behaviour which is considered a particular issue at night. Options for integrating lighting into trees and planters should be explored to create feature lighting and make spaces feel welcoming and warm. Alleyways in particular need improved lighting to create a safer environment after dark.

Navigation

Clearer wayfinding should be introduced for directing people to / from the bus and train stations and key locations throughout the town centre. This should be a simple and clear visual cue, such as the TfL legible London signage. If possible, signage should be lit at night so still legible.



New signage should align with the borough's longer-term wayfinding strategy and should help to celebrate the identity of Harrow by directing people to local points of interest.

Amenities

Additional seating should be provided in the area, primarily concentrated along St Anns Road, but also located in areas where there is a high concentration of offices / workspaces but no green space or seating, such as Kymberley Road. Efforts should be made to increase formal and/or casual outdoor seating in front of cafes and restaurants along St Anns Road to provide more accessible places for people to eat from these businesses.

It is also recommended that efforts are made to improve the efficiency of waste disposal routines, as people feel the bins in the area are adequate but not emptied frequently enough and streets can become dirty and unpleasant. To support this, bin storage should be looked at where feasible, to create a nicer looking street environment and support cleanliness.

It is clear there is a need for more public / disabled toilets in the town centre. Although outside the scope of this project it is recommended these are looked at as part of the wider Town Centre Masterplan.

Safety

In addition to the recommendations for lighting and amenities as a means of discouraging antisocial behaviour, it is recommended that CCTV is improved throughout the town centre, especially at points with known issues such as alleyways. It is also recommended that the council works with the Police to understand where patrols and Police visibility could be increased, as well as any other ways in which we can design out crime with the proposals.

Measures should be taken to reduce street clutter and create an environment that is easier for disabled people to navigate through, especially along St Anns Road where there is a lot of street activity.

Pedestrian priority should be enhanced throughout the town centre by introducing new and improved formal and informal crossing points at key locations, such as Station Road and Greenhill Way. Issues raised around green man timings on current crossings being too short for older and disabled people will be discussed with TfL.

Parking and access

Current disabled parking spaces should be improved in terms of dropped kerbs around the spaces to make them accessible. Locations should also be reviewed to ensure they are in areas where access to the town centre is easiest.

Dropped kerbs generally need to be reviewed, and any new paving / infrastructure being proposed should be suitable for disabled people, e.g. non-slip, level, with appropriate dropped kerbs.



Protected cycle lanes on arterial / key routes are recommended, as per proposals for cycleways along Greenhill Way, College Road, Station Road. This will support and encourage cycling in the area. If possible, this should be complemented by improved cycle parking facilities.

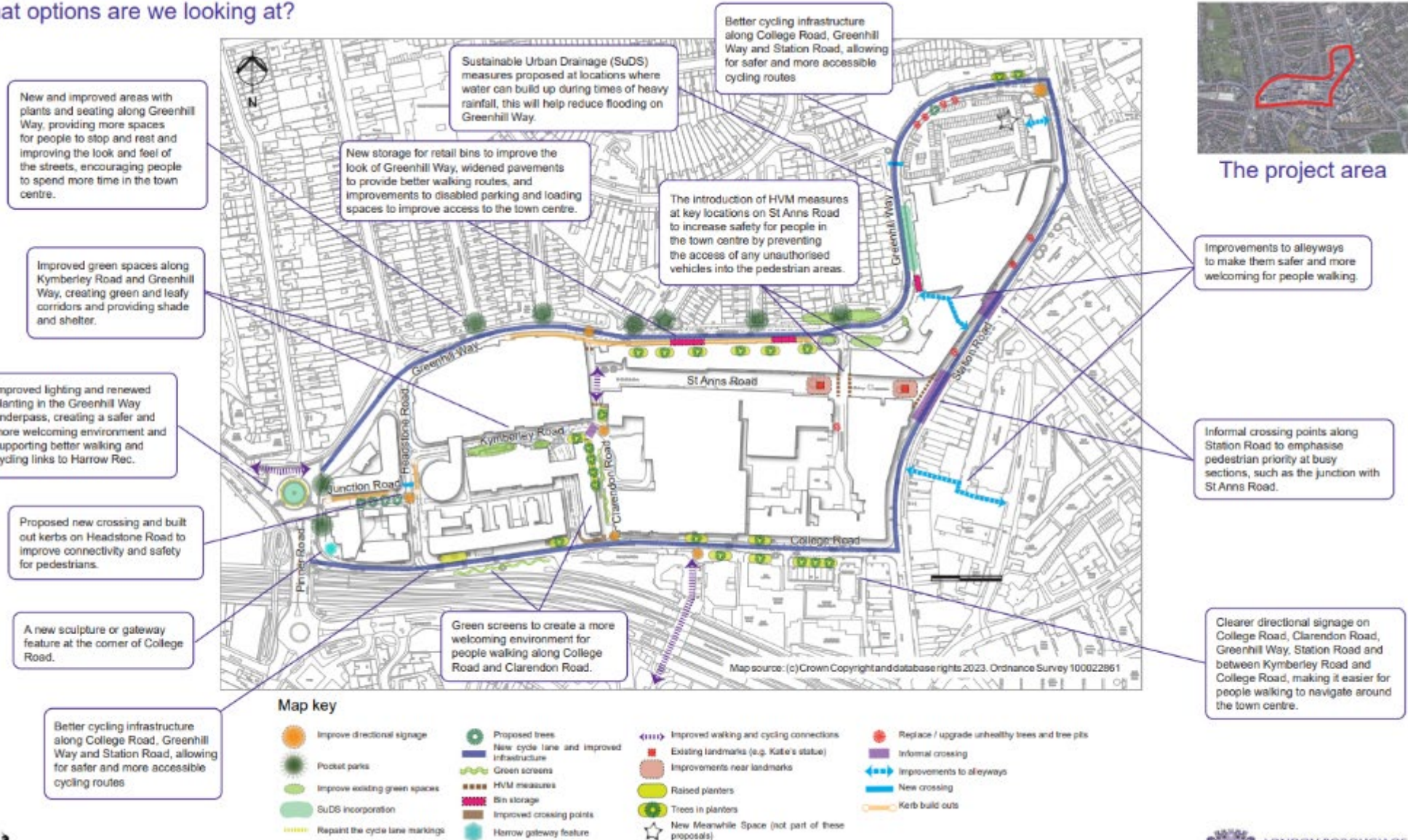
What happens next

All feedback obtained during the consultation and engagement period will be carefully considered by the council and, where possible, incorporated in the final design proposals.

The project's page on MyHarrowTalk will be updated once the design proposals are finalised early in the New Year. Contractors are due to be appointed in February 2024 and construction work should begin in the summer of 2024.

Appendix A: Map of opportunities and visuals of how they could look.

What options are we looking at?



GREENHILL WAY - NEAR TOWN CENTRE



Proposed



Now



Illustrative Plan

Not to scale

HM Government

Carmageway	Existing Trees	Proposed Planting
Proposed Paving Build-out	Proposed Trees	Proposed Bin Stores

GREENHILL WAY - NEAR DEBENHAMS



Proposed



Now



Illustrative Plan

Not to scale

Legend

Carmageway	Proposed Trees
Existing Footway	Proposed Rain Garden

COLLEGE ROAD



Proposed



Now



Illustrative Plan

Not to scale

ST. ANNS ROAD



Proposed



Now



Illustrative Plan

Not to scale

CLARENDON ROAD



Proposed



Now



Illustrative Plan

Not to scale

Legend

-  Carrageway
-  Proposed Paving Build-out
-  Raised Planters
-  Existing Trees
-  Proposed Tree
-  Green Screen
-  Proposed Wayfinding
-  Uncontrolled Crossing
-  Traffic Bollards

Appendix B: Engagement leaflet

Enhancing Harrow Town Centre - find out more

We're enhancing Harrow Town Centre, making it a place where local people can **meet, visit, shop and enjoy**.

It will be:

- Better connected
- More accessible for pedestrians, cyclists and public transport
- Safer to walk and get around
- Clear of street clutter
- Greener and nicer to spend time in



Find out more

We've got £8.2 million* to renew and reshape Harrow Town Centre.

Come and see what changes we want to make

Scan the QR code with your phone camera or go to www.harrow.gov.uk/enhancingharrowtowncentre

How would you like your town centre to look and feel? Join the conversation online:

www.talk.harrow.gov.uk/enhancingharrowtowncentre

Or come to one of our drop-in events:

- Saturday 11 November, 10am - 2pm, Greenhill Library
- Tuesday 14 November, 2.30 - 5.30pm, Greenhill Library
- Wednesday 15 November, 6 - 8pm, online event



*£7.1m Government Future High Streets Fund and £1.1m from LB Harrow's Community Infrastructure Levy Scheme.

Appendix C: Social media posts

Harrow Council
30 October · 🌐

We've got £7.1 million from Department for Levelling Up, Housing and Communities to enhance Harrow Town Centre, to create a well-connected, cleaner, safer space where local people can meet, visit, shop and enjoy spending time. Our six-week public consultation starts today - to find out more go to <https://ow.ly/VhXT50Q22ns> #FutureHighStreets



Enhancing Harrow Town Centre

2 Likes 1 Comment

Harrow Council
13 November at 14:02 · 🌐

Tomorrow (Tuesday) is another chance to come and talk to us about Enhancing Harrow Town Centre. Not around? Then why not sign up for our online session Weds 6-8pm. More details here: <https://ow.ly/MvPa50Q6IR1>



Enhancing Harrow Town Centre Consultation

Drop-in session
Tues 14 Nov 2.30-5.30pm
Greenhill Library

talk.harrow.gov.uk

1 Like 1 Comment

Harrow Council
16 November at 16:17 · 🌐

Thank you to everyone who came along and took part in our Enhancing Harrow Town Centre public events. The consultation remains open until 10 December. We have now updated our portal with some of the exhibition images of what the town centre roads could look like next year. Here's St Anns Road from the Station Road side. Take a look here www.talk.harrow.gov.uk/enhancingharrowtowncentre



12 Likes 1 Comment

Harrow Council
19 November at 19:01 · 🌐

We are halfway through our six-week public consultation on Enhancing Harrow Town Centre - have you taken a look at our plans yet? Have your say at www.harrow.gov.uk/enhancingharrowtowncentre



Enhancing Harrow Town Centre

To Progress

GREENHILL WAY - NEAR TOWN CENTRE

GREENHILL WAY - NEAR TOWN CENTRE

Appendix D: The survey questions

Q1. Are you responding as..

(Choose all that apply)

- A local resident
- A business owner
- Someone who works in the area
- A visitor to the area
- An organization
- Other (please specify)

Q2. Please tell us your postcode (please only answer this question if you have chosen A Local resident for Question 1)

Q3. What's the name or nature of your business? (please only answer this question if you have chosen A Business Owner for Question 1).

Q4. Please give the name of your organisation (please only answer this question if you have chosen An organization for Question 1).

Q5. Please select which modes of transport you usually use to travel in and around Harrow town centre (choose as many as you wish)

(Choose all that apply)

- Walk
- Motorbike / moped
- Bus
- Cycle
- Car
- Underground
- Overground
- Taxi
- Mobility Scooter
- Other (please specify)

Q6. Thinking about the town centre, how much do you agree with the following statements?

Questions	Definitely agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Definitely disagree
It is easy to get around					
It feels safe					
It is attractive					
It is green with plenty of trees					
It has a good community feel					
It is clean and well kept					

**Q7. Which of the following would encourage you to walk, cycle or use public transport more in and around the town centre?
(Choose as many as you wish)**

Questions	Yes	No	Not sure
Better street lighting			
More spaces to meet or rest			
Better walking spaces			
More / improved pedestrian crossings			
More trees and planting			
Better cycling infrastructure, such as safer routes and more secure bicycle parking			

Q8. Is there anything else that would encourage you to walk, cycle or use public transport more in and around the town centre?

Q9. Do you think there should be more places to spend time and relax in the town centre?

(Choose any one option)

- Yes
- No
- Not sure

If you selected Yes to Question 9, is there anywhere in particular you are thinking about?

Q10. We are proposing new and improved crossing points in various locations. How do you feel about the following?

Questions	Definitely agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Definitely disagree
A formal crossing on Greenhill Way at the entrance to the car park					
Informal crossings on Station Road at the junction with St Anns Road					
An informal crossing on the junction of Clarendon Road and Kymberley Road where they meet the pedestrianised town centre					
A formal crossing on Headstone Road					

Q11. We want to improve pedestrian crossing points. What type of crossing would you prefer and feel safer using in the town centre?

(Choose any one option)

- Zebra crossing (black and white stripes on the road, no traffic lights)
- Crossing with traffic lights (e.g. with a push button and red / green man)

Q12. What would be your top 3 things that you would most like to see improved in the town centre?

(Choose any 3 options)

- Less cluttered pavements
- Better lighting and focus on safety
- Better facilities for cycling (e.g. cycle lanes, bike parking)
- Better public space
- More trees and planting
- Other (please specify)

Q13. Would you like to see more hanging baskets along St Ann's Road?

(Choose any one option)

- Yes
- No

- Not sure

Q14. Would you like public art, such as murals, along some of the walls of Kymberly Road?

(Choose any one option)

- Yes
 No
 Not sure

If you chose Yes or No to Question 14, please explain your answer and tell us why

Q15. Would you like to see a welcome feature or sculpture on College Road at its junction with Pinner Road?

(Choose any one option)

- Yes
 No
 Not sure

Q16. Greenhill Way and Kymberley Road: We want to widen the pavements along these roads to plant more trees and provide more space for walking, especially for people using wheelchairs, or people pushing prams. Do you agree with this?

(Choose any one option)

- Yes
 No
 Not sure

If you chose Yes or No to Question 16, please explain your answer and tell us why

Q17. Greenhill Way: We want to create more convenient and accessible parking and loading spaces. Some parking spaces would be lost along the northern side of Greenhill Way to create wider pavements and a better walking environment. We will add more accessible parking and loading bays to the southern side of Greenhill Way, closer to the town centre. How do you feel about this?

(Choose any one option)

- Very unhappy
 Unhappy

- Neutral
- Happy
- Very happy

Please include any comments you have about the proposals to create more accessible and convenient parking and loading spaces on Greenhill Way.

Q18. Would you like to see storage containers provided for the trade waste bins along Greenhill Way so they can be put away out of sight?

(Choose any one option)

- Yes
- No
- Not sure

If you chose Yes or No to Question 18, please explain your answer and tell us why

Q19. Is there anything else you'd like to tell us about our plans for Enhancing Harrow Town Centre?

Please hand your completed survey to a member of our team, thank you.

Appendix E: Accessibility Assessment comments summary

Harrow Town Centre Mobility Walk/Wheelabout Summary

Event details:


Tuesday 5 December 2-4pm, walk and wheelabout with local mobility groups:

- HAD
- Shopmobility
- Community Transport
- Local resident
- Project Centre

Key feedback:

Theme	Comments
Parking	<ul style="list-style-type: none"> • Need to ensure there is good provision for blue badge holders. Currently not enough parking as spaces are always full. • Abuse of blue badge parking needs enforcing / looking at – often people using blue badges that belong to others. • Disabled parking spaces do not have dropped kerbs alongside them so anyone in a wheelchair has to wheel along the road from their car until they reach a dropped kerb. • Some disabled spaces near food outlets are often blocked by delivery drivers. They move when asked but this isn't ideal for people needing to use them. • Loading bays needed in areas where delivery drivers and similar currently use disabled bays, e.g. outside St George's.
Cleanliness / street clutter	<ul style="list-style-type: none"> • Streets need to be kept clean as rubbish and leaf fall from trees can create a slip hazard and are also unpleasant for people with self-powered wheelchairs. Need budget for cleaning / clearing. • Blind corners and obstructions created by retailers putting out a-boards, stock, tables and chairs, bins etc where they shouldn't be. The council could encourage shop owners to make the environment as wheelchair-user-friendly as possible. The Equality Act 2010 indicates that some people or organisations like employers, shops, local authorities, and schools must take positive steps to remove the barriers people with disability face. This is to ensure they receive the same services, as far as this is possible, as someone who's not disabled. The Act calls this the duty to make reasonable adjustments. • Not enough public bins throughout the area.
Safety	<ul style="list-style-type: none"> • Town centre needs brighter and more lighting throughout. • Increase in aggressive begging, shoplifting, pickpocketing, and people experiencing the town centre as being unsafe. Some disabled people have felt targeted, e.g. at cash machines when withdrawing money and being followed through town.

	<ul style="list-style-type: none"> • Need more visible Police / PCSOs within the town centre to discourage ASB, patrolling at better times when ASB / crime is likely to happen. • Important for the council to engage with local Police who patrol the town centre to ensure alignment / support with interventions.
Paving / surfaces	<ul style="list-style-type: none"> • Ensure paving materials are not slippery when dry or wet, as some paving can create a slip risk for canes and wheelchairs. • Raised / sunken / open drain and utility covers are a hazard – trip / slip hazard and also can cause wheels to get stuck and sometimes people ejected from their wheelchair in the worst instances. Better when they are flush with the paving and need to ensure they are closed and locked. • Very uneven paving / pedestrian surfaces throughout the town centre area. This is challenging for wheelchair users.
Crossing points	<ul style="list-style-type: none"> • Signalised pedestrian crossings in the town centre (e.g. the one across College Rd between St Anns Shopping Centre and the station) need longer green man time, it's difficult for people with mobility issues to get across in the current time allowed. • A pedestrian crossing is needed by St George's Shopping Centre. • No direct crossing to the library from the town centre, at least need a dropped kerb opposite so people in wheelchairs / mobility scooters can access. • Challenging for people with mobility issues crossing by the station and bus station. Buses can suddenly pull out and crossing times are short. Infrastructure for people with mobility issues is not great at these locations.
Seating	<ul style="list-style-type: none"> • Seating areas along St Anns Rd should be broken up / situated in various locations and not just down the middle as they are currently. At busy times it is very difficult for those with mobility issues to navigate through crowds to these central seating areas. Some seating along the periphery of the street would also be helpful. • Different heights of seating would be helpful for those less able to hoist themselves back up again. • Families at the end of the day tend to take their children to the seating outside Moss Bross. It would be good to have a permanent seating area here where families could take a short break before

	<p>carrying on with their journeys.</p>
<p>Design</p>	<ul style="list-style-type: none"> • Curves in design features and round seating e.g. benches that wrap around trees, this would also help to cover tree pits so they are not a hazard. • Lit features such as archways (e.g. like in Russell Square Park – see photo) 
<p>Planting</p>	<ul style="list-style-type: none"> • Concerns over street trees blocking access to kiosks and huts along St Anns – ensure placement of trees / planters does not obstruct access. • Consider plants that are less of an irritant to people with allergies.
<p>Road layouts / infrastructure</p>	<ul style="list-style-type: none"> • College Road cycle lane is not obvious enough and can cause conflicts and confusion amongst cyclists and pedestrians. Needs better marking / coloured surface and possibly signage. The raised thermoplastic marking is causing a trip hazard, a flush detail is needed. • Clarendon Rd junction with College Rd is confusing and – pedestrians, cyclists and vehicles are all using this space and can come into conflict. Unclear what the priority is, where vehicle movements are likely etc. visibility around the corner is also not good and hard for those in wheelchairs to see what's coming before crossing Clarendon Rd. • Better pedestrian priority on Clarendon Rd is needed. • Raised kerb along the edge of Clarendon Rd junction with College Rd is a trip hazard, especially for anyone with visual impairment.

	<ul style="list-style-type: none">• Need to ensure that all dropped curbs and sloped road surfaces are less than the specified gradient of 1 to 20 so that wheelchair and mobility scooter users feel safe. Gradient seems to vary throughout the town centre and some are very steep. E.g. the ramp to the library is very steep.• Not enough dropped kerbs in areas where taxis are likely to pick up / drop-off.• Confusion to where taxi drivers can drop off without getting a fine. Better signage is needed.• Greenhill Way – concerns over the amount of space and the proposed designs not facilitating a wheelchair with enough space for people to pass on the pavement. Need to ensure space is measured and this scenario allowed for.• Harrow Council needs to make all the roads leading to the town centre as wheelchair-user-friendly as possible. Currently, it is very difficult for wheelchair users (either self-propelled or being pushed) to reach the town centre on roads because of the poor road surface. There is no point in making the town centre accessible when people with various disabilities cannot get there because of problems with parking and poor road surfaces. Again, this is part of the Equality Act 2010.
Amenities	<ul style="list-style-type: none">• More accessible toilets are needed in the town centre with RADAR keys and stickers advising keys are available from Shopmobility if required.

General comments:

- Ensure proposals are run past the BID / local businesses before implementation, also applies to the kiosks to ensure they don't obstruct access for businesses and related machinery / deliveries etc.
- Access / through-access is challenging for people with mobility issues when fairground rides etc are on St Anns Road, this creates a few pedestrian bottlenecks and makes it very difficult for disabled people to get through. Need to think of the placement of things in the town centre to still allow for pedestrian traffic flow and access.
- Need to consider the needs of people with visual impairments in the overall design. Suggest consulting the Royal National Institute of Blind People (RNIB).
- Need to consider the sensory needs of individuals with Autism Spectrum Disorder in the overall design. Suggest consulting the National Autistic Society (NAS) and the Royal College of Occupational Therapists (RCOT).
- Lifts in the shopping centres could be improved – doors need to stay open longer and lifts in the car parks are not always working.
- Has a park and ride style scheme been looked at for the town centre? This could support future development and facilitate easier movement to and from the town centre for local communities.
- Suggestion for the council team and councillors working on the project to borrow wheelchairs and mobility scooters from Shopmobility and trial moving around the town centre with them, to experience what it's like for disabled people.
- The station is still not accessible on the southern side, lifts were put in on the northern side but no step free access the other side.
- Ensure current proposals / work is future proofed for any improvement or development that happens in years to come.
- Community transport buses can't use Station Rd, restricting access to that end of town for older and disabled people.
- Dial-A-Ride need more stopping points, e.g. one by St George's would be helpful. Current stopping points are Havelock Place and College Rd, both at the far end of town and a long way from amenities. Havelock Place stop is also not very accessible with inappropriate / difficult kerb lines for those in wheelchairs (images below).

