



RESTORING PRIDE IN **HARROW**

2024-26



LONDON BOROUGH OF
HARROW



FOREWORD

Cllr Paul Osborn Leader of London Borough of Harrow

I am proud of everything we've managed to achieve in a small amount of time, as we continue to restore pride in Harrow.

Over the last 20 months we have delivered a number of key priorities that are helping to make Harrow a great place to live, work and visit.

I want Harrow to be a borough people feel proud to call their home – just as I do. Residents often tell me they are already seeing a positive difference in the services we provide.

Last year, we set our three key priorities for Harrow – a council that puts residents first, a borough that is clean and safe, and a place where those in need are supported.

Our flagship actions have brought tangible improvements to our borough. They include our work to repair our roads, tackle fly-tipping with use of CCTV and secure Green Flag Awards for our Parks. In the last 12 months, we've also launched a new consultation platform, strengthened our planning framework to protect our suburbs, and opened a new customer centre.

Alongside these achievements, we have also progressed our regeneration plans. Phase 1 of the regeneration of the Grange Farm estate is complete and Milton Road, the development next to the old Civic Centre, is due for completion later this year – both are 100% affordable schemes.

We've also very recently signed off a new business plan for the redevelopment of two of our key sites at Byron Quarter and Poets Corner, which will deliver around 1,250 new homes for Harrow including more and much-needed affordable and family homes.

To keep our borough clean and safe, we fulfilled our pledge to use more mobile CCTV cameras to tackle fly-tipping, and through a series of Weeks of Action, are helping to tackle anti-social behaviour and enforce standards of cleanliness in key areas.

This has been complemented by the development of a new Public Spaces Protection Order for the borough, giving us enhanced powers to tackle the neighbourhood problems you care about most.

We're really pleased to have introduced one-hour free parking, which has encouraged residents to rediscover their high streets and shop locally. And we've made these shopping areas more welcoming to visit with new hanging baskets.

A number of times recently we've come together as a community to mark important occasions, including Remembrance Sunday and His Majesty the King's Coronation. These have also been a source of much local pride.

In September we held our annual Harrow's Heroes awards, recognising the work of ordinary

members of the public who make a difference for our borough and our residents. On the theme of supporting others, we have also made a lot of progress in enhancing our social care services, with the development of Neighbourhood Resource Centres and Family Hubs that better meet the needs of the community.

I know there is still a lot of work to be done but I am confident we are heading in the right direction. We will continue to focus on the issues that matter to our residents and we will continue to restore pride in Harrow.

Our Corporate Plan sets out our ambitions and priorities for the next two years and the key flagship actions for the next year that will deliver better outcomes for our residents, businesses and communities.

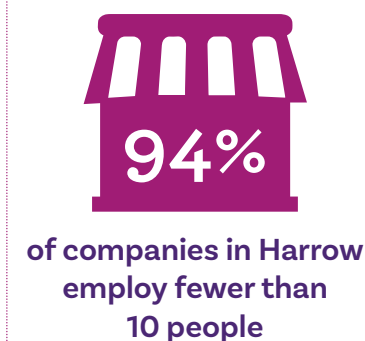
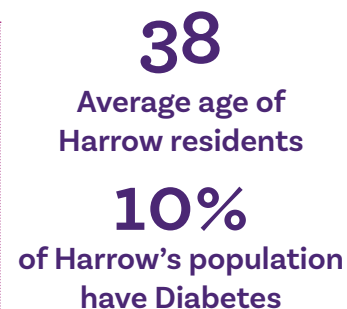
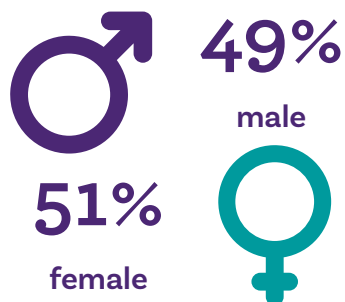
In everything we do, we will always put our residents first.

Cllr Paul Osborn
Leader of the Council



OUR BOROUGH

Harrow in numbers





VISION AND PRIORITIES

Restoring Pride in Harrow

**A council
that puts
residents first**



**A borough
that is clean
and safe**



**A place where
those in need
are supported**



We want to restore pride in Harrow.
We want Harrow to be a place
that everyone is proud to call
home. Where new people are confident
to settle, put down roots and grow their
family and where people thrive.

To help everyone understand what we want
to achieve for Harrow and how we plan
to do this we have three priorities. These

priorities will be used to make decisions
at the council and to drive the services we
deliver.

This strategy identifies how we plan to
deliver these priorities and the action we
will take in the coming year through a series
of Flagship Actions.

These Flagship Actions will bring the

commitments that we have pledged to life
and serve to respond to the things that
matter to you, our residents, the most.

Over the next three years we will publish
additional actions each year, which will
reflect this administration's direction of
travel and ambitions. These will be real-life
benefits that can be felt across the borough
and restore pride in Harrow.



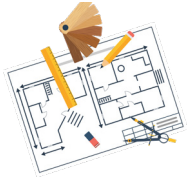
A COUNCIL THAT PUTS RESIDENTS FIRST

Our Priorities for Residents

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



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



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



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



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



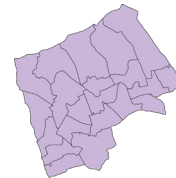
Offer new work experience placements including to 3 higher education students in Harrow



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



Deliver more than 50 affordable homes on council sites



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



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



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



A BOROUGH THAT IS CLEAN AND SAFE

Our Priorities for Residents

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



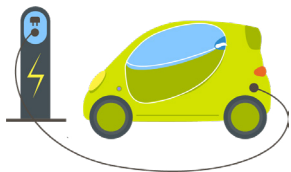
Establish anti-flood measures in Chandos Rec and Bentley Priory and prepare another two parks for Green Flag status



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



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



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



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



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



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



Make council homes and buildings more sustainable and cheaper to run



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



Create a task force to keep our streets clean and safe



A PLACE WHERE THOSE IN NEED ARE SUPPORTED

Our Priorities for Residents

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



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



Pilot a digital inclusion offer to help residents access council services



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



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



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



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



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



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



Support 100 learners to gain digital skills



Launch our new Neighbourhood Resource Centres



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HARROW