



RESTORING PRIDE IN **HARROW**

2023-26



LONDON BOROUGH OF
HARROW



FOREWORD

Cllr Paul Osborn Leader of London Borough of Harrow

want Harrow to be a great place to live, learn, work and visit. Harrow is a vibrant and richly diverse borough. We have excellent schools, a thriving local economy and outstanding parks and green spaces.

Overall, I think we deliver good services, but I know from talking to residents, responding to their e-mails and reading about problems with the delivery of Council services on social media that we can and should be better. This plan sets out our commitment to improve our services and put residents at the heart of everything we do.

I am ambitious in the things we can achieve for our residents, and I want to make Harrow a place once again where people are proud to call home, feel safe and supported and where communities flourish. I know this change won't happen overnight, and that we can't do this on our own, but we will make it happen. We will work with our partners, such as the police, and the voluntary sector to help make Harrow safer and to support those in need.

In the first nine months of our Administration, we have listened to what Harrow people want and are putting our residents first.

We have supported our residents and boosted local business by introducing an hour's free parking in all council spaces. To date more than half a million hours of free parking have helped residents rediscover their local high streets, making sure that

more of their hard-earned cash is staying in their pockets or being spent with Harrow businesses.

We're committed to improving the responsiveness of the council and listening to our residents. We will improve our website and continue to put residents first through better response times to issues that are raised and being right first time when we do so.

We are launching a new standard for consultation with residents, which will see more in-person events as well as online engagement, keeping the views of residents at the centre of decision making. An example of this is the removal of the unpopular Marlborough School Street scheme after reconsulting with residents and the school.

We're keeping Harrow clean and green – we have improved access to the recycling centre with multiple bookings on a single day, launched food waste collection in flats, introduced a free annual bulky waste service, and reduced the price of our annual garden waste service – making it one of the lowest prices in London. We continue to act against those who blight our borough by dumping waste and rubbish, rogue landlords who let poor private rented accommodation, and traders who operate illegally and with disregard for others. We are proud of the character of our borough and are committed to creating more quality family homes and lowering heights of development by reviewing the plans for Harrow's regeneration programme and giving planners more power to

stop unsuitable developments. We will put a limit on the height of any new buildings in our suburbs.

We're continuing to support the most vulnerable Harrow people, by working with our brilliant faith communities and amazing voluntary sector. We will continue to use government funding to help keep our poorest children fed through the holidays as well as during term time, and support those looking for training or employment.

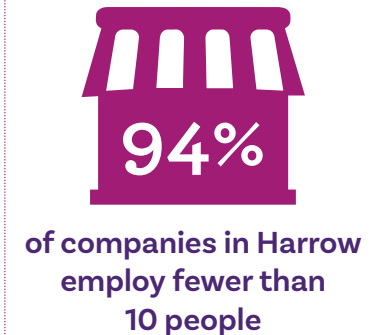
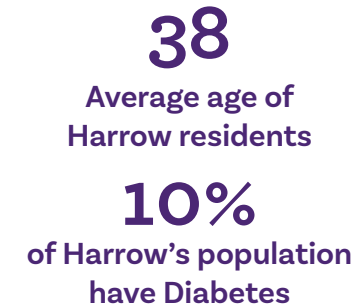
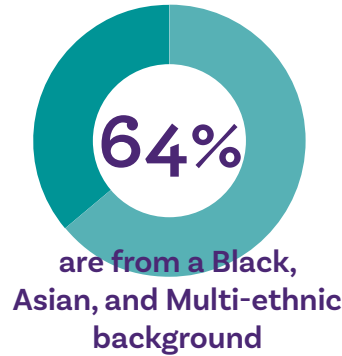
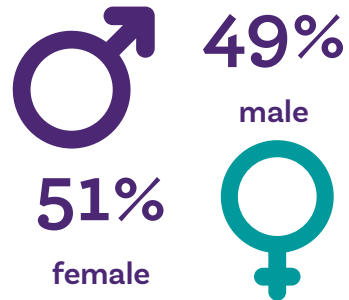
Unlike previous Corporate Plans, which set out lofty and unmeasurable objectives over a 10-year period making it hard to hold anyone to account, this is a 3-year plan with clear objectives and deliverable actions, what we are calling Flagship Actions. These will be tangible, visible, high-profile projects showing how we are putting our vision into practice. We are committed to supporting our residents and communities while delivering a well-run and efficient council that lives within its means, providing good value for money.

This plan sets out our vision and priorities for the next three years, and the actions we will take in 2023/24 to achieve our ambitious plans for Harrow. In delivering this plan we will make a positive difference for everyone who lives, works, raises a family, runs a business in or visits Harrow. I think it is an ambitious and credible plan, even in the tight financial position the Council is in, and I am happy to be judged on its delivery by the residents of Harrow.



OUR BOROUGH

Harrow in numbers





VISION AND PRIORITIES

Restoring Pride in Harrow

**A council
that puts
residents first**



**A place that
is clean and
safe**



**A borough
that supports
those in need**



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.

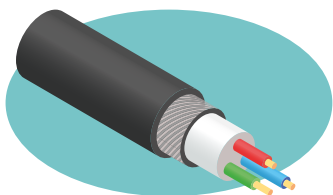
Over the next three years we will publish additional actions each year, which will reflect this administration's direction of travel and ambitions. These will be real-life benefits that can be felt across the borough and restore pride in Harrow.



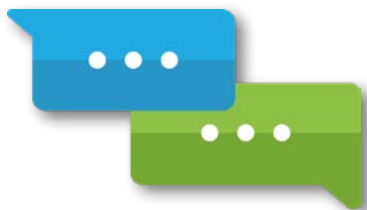
A COUNCIL THAT PUTS RESIDENTS FIRST

Our Priorities for Residents

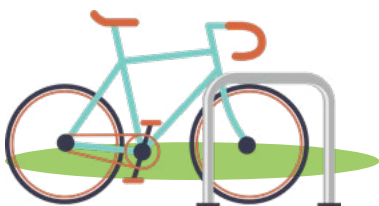
With council services that are easily accessible and effective, promises that are delivered upon, clear customer service standards and improved communications we will put residents first and restore pride in Harrow. Alongside the Delivery Plan, our Flagship Actions are to:



Install full fibre internet to all council homes and include Grange Farm Community Hall and Northolt Road Community Hall by the end of March 2024, helping our council tenants be more connected.



Launch a new consultation platform called 'My Harrow Talk', keeping the views of residents at the heart of decision making.



Create safe and secure cycle parking at Harrow on the Hill station by May 2024, encouraging more active travel and healthier lifestyles.



Respond to 90% of complaints in 15 working days, improving our responsiveness and customer experience.



Deliver a new planning website by the end of the summer, making it easier for our residents to apply or look up and comment on planning applications.



Adopt new planning protections to restrict tall buildings in our suburbs and better control conversions from houses into flats to preserve the character of Harrow.



Rollout the first car parking spaces for car clubs in our car parks by May 2024, helping reduce the number of cars and emissions on our roads by giving residents easier access to cars when they need it, at a reasonable rate.



Improve our website to create a more personalised service through the MyHarrow Account, the ability to track progress of reported items online and enhance the customer experience.



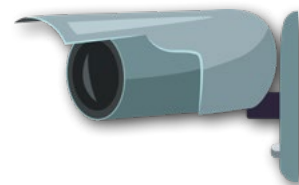
A BOROUGH THAT IS CLEAN AND SAFE

Our Priorities for Residents

We will improve the quality of our public spaces by taking action against those who make Harrow dirty and feel unsafe, investing in our parks and public spaces and encouraging active and sustainable travel. By supporting local businesses and high streets through challenging times we will make Harrow a destination for shopping and socialising. Alongside the Delivery Plan, our Flagship Actions are to:



Deliver Phase One of the Grange Farm estate regeneration – Harrow's largest estate regeneration – by the end of 2023, delivering 89 quality affordable homes. By April 2024 we will determine the planning application for Phase Two.



Install at least 15 mobile CCTV cameras in the areas of Harrow most targeted by fly-tippers to reduce the levels of dumping and to make the people who do this pay.



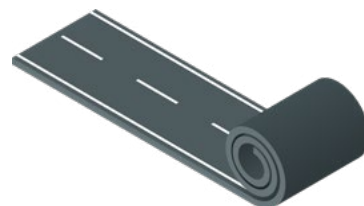
Ensure good quality open spaces for our residents, through the reaccreditation of our 6 Green Flag parks and identify 3 more parks to become accredited to Green Flag status by 2024/2025.



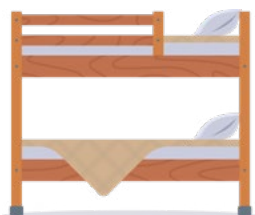
Refurbish 36 tennis courts in Harrow parks and open spaces by 2025, delivering good quality courts and a new booking system.



Double the number of electric charging points for the public in the next 12 months, helping residents who have or will choose hybrid or electric vehicles in the future, reducing greenhouse gas emissions and improving air quality.



Resurface over 60 carriageways and footways over the next 12 months through our improved highway maintenance programme.



Identify unauthorised beds in sheds and other environmental issues through a new approach which includes heat maps.



Hold at least four Weeks of Action, bringing together council and partners to deal with particular areas of anti-social behaviour and fly-tipping.



A PLACE WHERE THOSE IN NEED ARE SUPPORTED

Our Priorities for Residents

We will celebrate Harrow's diversity and empower communities and residents. We will support those most in need by providing better career opportunities through training and employment and working with our partners and the voluntary sector to help residents live well for longer in the community. Alongside the Delivery Plan, our Flagship Actions are to:



Help with the cost-of-living crisis, we will deliver another year of free school meals during school holidays



At least doubling the number of Harrow Council Apprenticeships in the borough by the end of the year.



Launch a skills and employment programme for our most vulnerable young people before the summer of 2024, including our care leavers, with applications launching by March 2024.



Upgrade the Council's 10 Children Centres into Family Centres, which will deliver more integrated services for residents which includes early years and health.



Work with residents, community groups and the voluntary sector to create a new adult social care and mental health service by July.



Improve our neighbourhood resource centres into true adult social care and well-being hubs.



Development of our new customer centre at Gayton Road for people at risk of homelessness or concerns about vulnerable residents.



Start construction on Milton Road, resulting in 100% high quality, affordable housing, which includes family-sized homes.



LONDON BOROUGH OF
HARROW