



HARROW STRATEGIC PARTNERSHIP BOARD MEETING

WEDNESDAY 6 APRIL 2005 AT 6.00 PM

COMMITTEE ROOM 5, HARROW CIVIC CENTRE

AGENDA

Chair:

Councillor Navin Shah	Leader; Strategic Overview and External Affairs PH	Harrow Council
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Members:

Geoff Rose (Vice-Chair)	Chair, Harrow Primary Care Trust	Harrow Primary Care Trust
Councillor Jean Lammiman	Conservative Representative	Harrow Council
Councillor Paddy Lyne	Leader of the Liberal Democrat Group	Harrow Council
Councillor Marie-Louise Nolan	Communications, Partnership and Human Resources PH	Harrow Council
Dr Karim Murji	Metropolitan Police Authority	Metropolitan Police Authority
Ruth Djang	Director, ABI	Business Sector Representative
Denis Lock	Kodak Limited	Business Sector Representative
Allen Pluck	Harrow In Business	Business Sector Representative
Vacant		Business Sector Representative
Mike Coker	Community Linkup	Voluntary and Community Sector Representative
Asoke Dutta (Vice-Chair)	Harrow Association of Voluntary Service	Voluntary and Community Sector Representative
Kris Fryer	Harrow Citizen's Advice Bureau	Voluntary and Community Sector Representative
Janet Smith	MIND in Harrow	Voluntary and Community Sector Representative
Professor Keith Phillips	University of Westminster	Higher Education Representative
Raj Saujani	Stanmore College	Further Education Representative

Officers:

Joyce Markham	Chief Executive	Harrow Council
Robert Carr	Borough Commander, Harrow Police	Metropolitan Police Service
Barbara Field	Principal, Harrow College	Further Education Sector
Julia Mayo	Chief Executive, Harrow Association of Voluntary Service	Voluntary and Community Sector
Andrew Morgan	Chief Executive, Harrow Primary Care Trust	Health Authority Sector

Contact: Claire Vincent, Committee Secretary
 Tel: 020 8424 1637 E-mail: claire.vincent@harrow.gov.uk

AGENDA - PUBLIC

1. **Apologies:**
To note any apologies received.
- Enc. 2. **Minutes:** (Pages 1 - 8)
That the minutes of the Board Meeting held on 27 January 2005 be noted.
3. **Matters Arising:**
(if any)
- Enc. 4. **Quality of Life Survey:** (Pages 9 - 26)
Paper submitted by the Policy and Partnership Service, Harrow Council.
- Enc. 5. **Potential Funding for Partnership Priorities:** (Pages 27 - 36)
Paper submitted by the Policy and Partnership Service, Harrow Council.
- Enc. 6. **Update on the Development and Activities of the HSP Management and Reference Groups:** (Pages 37 - 40)
Paper submitted by the Policy and Partnership Service, Harrow Council.
- Enc. 7. **Monitoring of the 2004 Community Strategy and the Development of the Refresh of the Community Strategy:** (Pages 41 - 44)
Paper submitted by the Policy and Partnership Service, Harrow Council.
- Enc. 8. **Harrow Strategic Partnership Summit - 18 May 2005:** (Pages 45 - 48)
Paper submitted by the Policy and Partnership Service, Harrow Council.
- Enc. 9. **Report on Tsunami Disaster Multi-Faith Memorial Service and Community Conference on 22 February 2005:** (Pages 49 - 52)
Paper submitted by the Policy and Partnership Service, Harrow Council.
10. **Harrow Strategic Partnership Board Meetings 2005/06:**
To note the dates of HSP Board meetings in 2005/06, which are as follows:-

Thursday 4 August 2005 at 6.00 pm
Thursday 8 December 2005 at 2.30 pm
Thursday 9 February 2006 at 6.00 pm
11. **Any Other Urgent Business:**
Which cannot otherwise be dealt with.

AGENDA - PRIVATE - NIL

IT IS EXPECTED THAT ALL OF THE ABOVE LISTED ITEMS WILL BE CONSIDERED IN PUBLIC SESSION.



HARROW STRATEGIC PARTNERSHIP BOARD

Minutes of the meeting held on Thursday 27 January 2005

(1) Present:

Harrow Strategic Partnership Board Members:

Councillor Navin Shah (Chair)	Leader; Strategic Overview and External Affairs PH	Harrow Council
Geoff Rose (Vice-Chair)	Chair, Harrow Primary Care Trust	Harrow Primary Care Trust
Councillor Marie-Louise Nolan	Communications, Partnership and Human Resources PH	Harrow Council
Denis Lock	Kodak Limited	Business Sector Representative
Allen Pluck	Harrow In Business	Business Sector Representative
Mike Coker	Community Linkup	Voluntary and Community Sector Representative
Kris Fryer	Harrow Citizen's Advice Bureau	Voluntary and Community Sector Representative
Janet Smith	MIND in Harrow	Voluntary and Community Sector Representative
Raj Saujani	Stanmore College	Further Education Representative

Apologies were received from:-

Councillor Jean Lammiman	Conservative Representative	Harrow Council
Asoke Dutta (Vice-Chair)	Harrow Association of Voluntary Service	Voluntary and Community Sector Representative
Professor Keith Phillips	University of Westminster	Higher Education Representative

(2) Also Present as Representatives of the HSP Executive:

Joyce Markham	Chief Executive	Harrow Council
Barbara Field	Principal, Harrow College	Further Education Sector
Julia Mayo	Chief Executive, Harrow Association of Voluntary Service	Voluntary and Community Sector
Andrew Morgan	Chief Executive, Harrow Primary Care Trust	Health Authority Sector

(3) The following Harrow Council Officers attended:-

Nick Bell	Executive Director (Business Connections)	Harrow Council
Paul Najsarek	Director of Organisational Performance (Organisational Development)	Harrow Council
Javed Khan	Director of Learning and Community Development	Harrow Council
Bindu Arjoon	Service Manager Policy and Partnership Section	Harrow Council

ACTION

1. Membership:

Geoff Rose (Vice-Chair in the Chair) advised that the HSP constitution provided for four Harrow Councillors to be members of the Board. Two of the original appointments had changed since the previous meeting following the resignation of Councillor Foulds as Leader of the Council. The revised appointments to membership of the Board were as follows:

Leader of the Council - Councillor Navin Shah
Partnership Portfolio Holder - Councillor Marie-Louise Nolan

2. Appointment of Chair:

Geoff Rose reminded the Board that there had previously been a suggestion from the Voluntary Sector that the position of Chair should be alternated between the Council and Voluntary Sector. Joyce Markham suggested that as the resignation of Councillor Foulds, as Leader of the Council, had resulted in the need for the mid year election of a Chair, that the Board might wish to consider this matter at their AGM.

Councillor Navin Shah was duly nominated and seconded to the office of Board Chair and his appointment was unanimously affirmed by the Board.

AGREED: That Councillor Navin Shah, Harrow Council, be appointed as Chair of the Harrow Strategic Partnership Board for the remainder of the 2004-2005 year.

3. Minutes:

The minutes of the Board meeting held on 4 October 2004 were formally received and noted.

4. Arrangement of Agenda:

The Chair indicated that he wished to vary the order of business to enable the consideration of item 10, an Integrated Healthcare Strategy for Brent and Harrow, to be considered as the first item followed by an item under Any Other Business on the Budget Consultation.

5. **An integrated Healthcare Strategy for Brent and Harrow - Better Care without Delay:**

The Chief Executive of Harrow PCT introduced the paper entitled "Better Care without Delay" and made a presentation.

Andrew Morgan emphasised that "Better Care without Delay" was not just about the development of Northwick Park Hospital but was about joining up healthcare services. He advised that to help deliver the new service model, a strategic outline case for the rebuild of Northwick Park and St Mark's Hospitals had been approved by the Department of Health in July 2004 to a value of approximately £300m. PFI would be the source of that capital funding. He added that these proposals provided an opportunity to re-look at the local health services and that it was necessary to do this in conjunction with both statutory and non statutory partners.

Andrew Morgan outlined the programme structure and advised that the Programme Board, which he chaired, had seats available for local authority colleagues. A great deal of emphasis had also been placed on the liaison board. He also outlined the philosophy behind the proposals and the service model.

David Powell, the Programme Director, outlined the details of the buildings, the plans and the aspirations for Northwick Park Hospital. It was proposed that a new hospital be built at the back of the existing site, whilst keeping the current hospital services in operation. This rebuild provided the opportunity to position the front door of the hospital facing public transport. He further reported that there would be development in terms of the Mental Health Trust site but not during the first phase and that possible development of the Maternity Unit, which was currently being refurbished, would also be considered at a later date.

David Powell outlined the indicative shape of the proposed new hospital and the timeline involved. He reported that informal consultation and consultation with the Scrutiny Committee would be undertaken in the Spring and advised that there was a need to get planning permission by September 2005. Once planning permission had been received, the works would be put out to competition.

In response to a question from Councillor Navin Shah in relation to the planning application, David Powell confirmed that the aim was to submit the outline planning application in July 2005. Councillor Shah emphasised the need for sufficient time for a meaningful consultation process both in Brent and Harrow areas and resources for the planning process and that he would be very concerned if this was not the case. David Powell confirmed that adequate time and resources were committed for the consultation and planning process and it was intended to start work on site in 2007.

DP to note

In response to a question in relation to services for the disabled, David Powell confirmed that one possibility was the relocation of services currently provided at the Royal National Orthopaedic Hospital as there was not currently sufficient room on that site. He advised the Board that the last stakeholder conference had raised the issue of the difficulty in getting around the NPH site.

All to note

In response to a question in relation to procurement of services locally, David Powell reported that PFI would be used and that the works would be open to general competition. Andrew Morgan added that the PCT were aware of the importance of the maximisation of the use of local labour and suppliers, where possible, and this was about the NHS being part of the local community.

Councillor Marie-Louise Nolan indicated that in relation to consultation, that from the first meeting in March 2004, it was clear that local residents were keen to know what was happening in relation to the hospital site. She hoped that the lessons of past consultations had been learnt and emphasised the need for individuals and organisations to be involved. It was important that citizens in both Harrow and North Brent had full access to the information. In supporting Councillor Nolan's comments, Mike Coker indicated that he would be interested to see the consultation process, in particular with relation to people with disabilities.

AM to note

Councillor Shah requested that the PCT ensure that Harrow residents and the Council were properly consulted and indicated that there was a need to start looking at the whole programme so that meaningful input could be provided.

AM to note

AGREED: That the report, content of the presentation and comments be noted.

6. Council Budget 2005/2006:

Nick Bell, the Executive Director (Business Connections), Harrow Council, tabled the report that had been submitted to the Council's Cabinet on 16 December 2004, and which contained detailed information about the Council's budget. He also tabled a summary document, which had been provided to attendees at the recent public meeting and presentation slides detailing the budget headlines.

The Executive Director detailed the content of the presentation and advised the Board that a final report would be submitted to Cabinet on 17 February 2005. He indicated that if Board members had comments, they should be forwarded to him by 7 February for incorporation in the report to Cabinet. Councillor Shah added that Board members could also have full access to the Portfolio Holders should they have any queries.

All

All to note

In response to questions from the Board, the Executive Director (Business Connections) advised

- (1) That he estimated that the Council's controllable spend was approximately £250m gross but some of this was provided by Government funding. The Council had no control over the Schools' funding or the Housing Benefit and Council Tax payments;
- (2) that the Capital Investment Programme was funded from a number of different sources including TfL and capital receipts;
- (3) that the amount of growth from Government was above inflation. The increase provided to Harrow was approximately the same as

other London Boroughs;

- (4) that the Government had indicated that by 2012, Councils needed to equalise rents with RSLs. If the increase were implemented too quickly, money from central Government would be lost, so the Council was likely to keep the rent increase lower in the next couple of years and then increase to 4.7% increase per annum until 2012. Whilst it was necessary to hit the Government's guideline rent, there was discretion how as to how it was reached.

AGREED: To note that the Board could contact Portfolio Holders and should forward any comments on the budget proposals to the Executive Director (Business Connections) by 7 February 2005.

All

7. **Refresh of the Community Strategy:**

Paul Najsarek, the Director of Organisational Performance, Harrow Council, introduced the report, which informed the Board of the development of the structure, and content of the 2005 Refresh of the Community Strategy 2004, including the twelve HSP priorities. The report also provided an update on the development of the HSP Management and Reference Groups. He drew attention to the supplemental paper which outlined the proposals to update the HSP priorities in light of their consideration by some management group Chairs and reported that the key proposal was that the Annual Summit be used as the final stage of the consultation process.

All to note

The Director of Organisational Performance reported that there were new leads in Health and Safer Harrow and that the management groups had made good progress, although, there were still a couple of groups to be established. He outlined some of the proposals from the management groups to make alterations to the priorities but the Board discussion emphasised the need to maintain fear of crime as one of the priorities.

In relation to resourcing, the Director of Organisational Performance reported that the Council acknowledged that although some issues were the responsibility of agencies, the Council would be considering one-off items for 2005/6 for pump priming. The Council was also about to begin negotiation in relation to the 2006/7 LPSA and he advised that the Government wanted to see local communities determining the priorities for improvement locally through local partnership.

Councillor Nolan advised the Board that the Chair of the management groups had met in early January and it had been felt that it would be beneficial to meet three or four times a year to exchange information. It was suggested that the Chairs of reference groups also be invited to future Chair's meetings.

Julia Mayo, as Chair of the Community Cohesion Reference Group, requested support and resources.

AGREED: That (1) the Board request the Executive Director (Business Connections), Harrow Council, consider Julia Mayo's request for support and resources for the Community Cohesion Reference Group;

NB

(2) the structure of the refreshed Community Strategy, including the work done on the twelve HSP priorities, be endorsed; All to note

(3) the timetable for the development of, and consultation, on the refreshed Community Strategy be noted; All to note

(4) the development of the HSP Management Groups be noted. All to note

8. Towards a Community Engagement Strategy for Harrow:

Bindu Arjoon, the Service Manager, Policy and Partnership Section, Harrow Council, introduced the document which identified Harrow Council's approach to engaging with stakeholders, partners and residents in the Borough. She advised that the Council was trying to establish whether the direction of travel was correct and that the development of the strategy was running in parallel with the scrutiny review on how the Council engaged. It was aimed to launch the final strategy in May 2005. All to note

Councillor Nolan emphasised that the list of those individuals / organisations to be consulted on the strategy detailed in Appendix 1 of the paper was indicative only and that she would hope partners would pass on the information. All to note

Kris Fryer advised that the provision of feedback to participants on the outcome of consultation had been highlighted at a recent sector forum. BA to note

AGREED: (1) To note that members of the Board could submit comments on the strategy to the Service Manager; All

(2) that the timescales required clarification and circulation to the members of the Board. BA

9. Crime and Drugs Strategy 2005-2008:

Paul Najsarek, the Director of Organisational Performance, Harrow Council, introduced the draft Crime and Drugs Strategy 2005/8. He reported that the Crime and Disorder Act 1998 placed a responsibility on local authorities, police, fire service, probation and health authorities to produce a joint strategy to tackle crime, disorder, drugs and anti-social behaviour. A detailed crime/drugs audit was published in 2004, which had provided information and analysis concerning the levels and patterns of crime in the Borough. Following extensive consultation with residents and partnership agencies, four key priorities and three cross-cutting themes had been agreed by the Safer Harrow Partnership.

The Director of Organisational Performance reported that the four priorities identified were:-

- reduce anti-social behaviour on Harrow residents through the ASB strategy, liveability agenda and improvements in the public realm.
- property crime
- violence against the person
- tackling and preventing youth crime.

The three cross-cutting themes that would be mainstreamed at each group

leading on the above priorities were:

- implement prolific and priority offender strategy
- community involvement and diversity
- drugs and alcohol

He reported that the strategy would be launched on 14 April 2005.

All to note

In response to a question in relation to the work around smoking cessation, Andrew Morgan indicated that it might be necessary for the PCT to reconsider its existing approach.

The Board discussed at length the implications of the Licensing Act and the fear of crime in the Borough. The Board indicated that they would wish their concerns to be conveyed to Council. Geoff Rose indicated that the PCT would strongly endorse the sentiments of the Board.

AGREED: That the concerns of the HSP Board be forwarded to Council in the following terms:-

“That the HSP Board are mindful of the health and anti-social behaviour aspects of excessive drinking and request the Council to have a considered approach to flexible drinking hours.”

and that the Chief Executive, Harrow Council, circulate a copy of this wording to all members of the Board.

JM/AB

10. The HCU (Harrow Corporate University):

Javed Khan, the Director of Learning and Community Development, Harrow Council, introduced a paper outlining the proposals for the Harrow Corporate University and highlighted the key ambitions. The HCU was not going to be a traditional university but would grow learning capacity and enable rapid transfer of learning across the Council. The Council would, within a three year development plan, work closely with local business partners and the voluntary and community sector.

Joyce Markham advised that, in submitting his apologies for the meeting, Professor Keith Phillips had expressed the view that the term “university” should not be used. She advised that there had been extensive consultation within the Council on this issue and that Members were keen to use it. However, Members had emphasised that the word “corporate” should appear in front of the term “university”.

The views were expressed that there was clearly a vast tranche of work to be done with Education providers and that work with the voluntary community sector needed consideration.

The Director of Learning and Community Development advised that the aim was to achieve a co-ordinated approach and utilisation of existing resources. The Council did not want to replace the role currently played by other agencies but to complement. Its primary function was about co-ordination and facilitation. He added that the Council needed to be smarter about utilising its resources.

AGREED: To note (1) and endorse the concept and overall approach but to recognise that the project was still in its early stages; JK to note

(2) that comments from partners would be welcome on the proposal; All

(3) that members of the Board would be invited to take part in a more detailed consultation event. All to note

11. Reference from the HSP Executive meeting held on 9 December 2004: Review of the HSP Constitution:

Bindu Arjoon, the Service Manager, Policy and Partnership Section, introduced the reference from the HSP Executive which suggested a number of formal amendments to the HSP Constitution. In addition, there had been some amendments suggested by the Executive in relation to the Management Groups and the election process. The report also set out a previously suggested provision for inclusion in the Constitution in relation to the quorum of the Executive.

AGREED: That the proposed amendments to the HSP Constitution, as set out in Appendix 2 to the paper, be adopted. All to note

12. Any Other Urgent Business:

Strategic Review of Voluntary Sector Funding

Councillor Shah circulated an email from Mike Coker which requested a report to the next HSPB on the implications of the Grants Review and issues relating to the Grants Panel meeting held on 24 January 2005.

Councillor Shah confirmed that he had met with the relevant officer to discuss the progress on the implementation of the Grants Review.

Councillor Shah suggested that a separate meeting be held with Councillor Nolan, Mike Coker and other interested voluntary organisation representatives, to discuss the issues as soon as possible as there would be another Grants meeting in late February. Mike Coker indicated that he would welcome urgent consideration of the matters raised in his email and hoped that it would make a positive difference.

AGREED: That the Service Manager, Policy and Partnership, arrange a meeting involving Councillor Marie-Louise Nolan, Councillor Shah and Mike Coker and relevant officers to discuss the issues raised in Mr Coker's email. BA

13. Date of Next Meeting:

The next meeting of the Board was scheduled for 6 April 2005.

[Note: The Meeting, having commenced at 6.00 pm, closed at 8.16 pm].

Report to the Harrow Strategic Partnership Board

Wednesday 6 April 2005

Quality of Life Survey

1 Introduction

In the past, Harrow Council has carried out the nationally prescribed three yearly customer satisfaction survey with MORI. This is a rich source of information but is not frequent enough to guide our priorities and action to address residents' issues. This survey also focuses on council services rather than residents' perceptions of quality of life more broadly.

In order to facilitate the planning of partnership activities aimed at increasing the quality of life in Harrow, broader information on residents' views is needed.

In November 2004 the council contracted with MORI to provide two surveys. The first to inform the budget process (which has been successful delivered). The second survey to look at quality of life locally to inform the work of the Harrow Strategic Partnership (HSP).

2 The HSP Board is asked to:

- Agree the timing of the survey and consultation process;
- Comment on the draft questionnaire and methodology.

3 Purpose of Survey

The survey aims to:

- Inform the council and HSP's priorities and planning;
- Collect perception of residents quality of life and understand what drives these perceptions;
- Refresh our understanding of residents' satisfaction with the Council; and
- Understand more fully what drives this satisfaction

The results of this survey will assist the HSP in its intention to focus on delivery and addressing improvements in quality of life locally.

4 Timing

The proposal is to carry out the survey during April and have preliminary results available for the HSP Summit on 18 May. Other issues which could impact on residents' perceptions in this period include:

- Council Tax – residents will recently have received their Council tax bills for 2005/6
- General Election – it may be that the field work will be happening during the General Election Campaign
- Seasonal factors – the time of year can have an impact on residents satisfaction

Whenever the survey is carried out it is likely that there would be some factors influencing people's response, beyond partners' control. It is suggested that the importance of generating results for planning and policy purposes means that we should go ahead with the survey during April.

5 Consultation

After consideration by the HSP Board, the draft questionnaire will be sent to the HSP Reference Groups and the Voluntary and Community Sector Forum.

6 Summary of Methodology

A detailed draft of the survey is attached. Essentially, we will use the same postal survey approach as the council's recent budget questionnaire, which worked successfully. On this occasion we propose to issue the survey to 8,000 households so we maximise our ability to get significant numbers of returns from each area of the borough.

April 2005
Paul Najsarek
Director of Organisational Performance
Harrow Council



The Occupier
ADDRESS1
ADDRESS2
ADDRESS3
POSTCODE

ID NUMBER

April 2005

Dear local resident,

Harrow Residents Survey 2005

Harrow Council and its partners (e.g. the police, local NHS Trust) would like to ask for your help in improving the local area and the services which the Council and its partners provide. This is an important survey as it will enable us through your responses to identify and focus on key areas needing improvement or change. It doesn't matter if you've only just moved into the area, or if you don't pay Council Tax, it is important that we hear everybody's views.

We would greatly appreciate it if you could take the time to complete the attached questionnaire and return in the pre-paid envelope (no stamp required) as soon as possible, or by the closing date of Monday 25th April. All of your answers will be treated strictly confidentially. If you do not have a pre-paid envelope, please return the questionnaire to Rachel Ellis, Harrow Resident Survey, FREEPOST, 79-81 Borough Road, London, SE1 1BS. You will not need to use a stamp.

We are only sending out a limited number of questionnaires within the Borough so please take this opportunity to express your views. Results of this survey will be published in the Council's magazine 'Harrow People' in the summer so you will be able to see what others also think of life in Harrow.

If you have any questions or concerns about the survey please contact Rachel Ellis at MORI on 020 7347 3262 or rachel.ellis@mori.com. Alternatively you can speak to <NAMED COUNCIL CONTACT, IF REQUIRED> about any council related issues on <TEL NO>.

Yours sincerely,

Chief Executive
Harrow Council

If you require a large print copy then please contact Rachel Ellis at MORI on 020 7347 3262 or email rachel.ellis@mori.com. If you are blind or partially sighted and would like assistance in completing this questionnaire, or would like it translated into any other language, then please contact <NAME> at Harrow Council on <TEL NO.>

HELPFUL HINTS FOR COMPLETING THIS QUESTIONNAIRE

- The questionnaire should be completed by any resident aged 18 or over at this address.
- Please read each question carefully and tick a box to indicate your answer.
- In most cases you will only have to tick one box but please read the questions carefully as sometimes you will need to tick more than one box.
- Answer the next question unless asked otherwise.
- Once you have finished please take a minute to check you have answered all the questions that you should have answered.
- The survey consists of 16 pages and should take no longer than 20 minutes to complete.
- If you have any queries about the questionnaire please do not hesitate to contact Rachel Ellis at MORI on 020 7347 3262 or by email at rachel.ellis@mori.com.
- Once you have completed the questionnaire please return in the pre-addressed envelope supplied as soon as possible or by 25th April 2005. You do not need to add a stamp.

SECTION 1: QUALITY OF LIFE

We would like to know what you things are important in making somewhere a good place to live and your views on the quality of life in your local area.

THE QUALITY OF LIFE IN THIS AREA

- Q1. **Thinking about your part of Harrow, how satisfied or dissatisfied are you with it as a place to live? PLEASE TICK ONE BOX ONLY**
- | | | | |
|--|--------------------------|--------------------------|--------------------------|
| Very satisfied..... | <input type="checkbox"/> | Fairly dissatisfied..... | <input type="checkbox"/> |
| Fairly satisfied | <input type="checkbox"/> | Very dissatisfied | <input type="checkbox"/> |
| Neither satisfied nor dissatisfied | <input type="checkbox"/> | No opinion | <input type="checkbox"/> |

- Q2. **Thinking generally, which of the things below would you say are most important in making somewhere a good place to live? PLEASE TICK UP TO FIVE BOXES**
- | | | | |
|--|--------------------------|---|--------------------------|
| Access to nature | <input type="checkbox"/> | Low level of traffic congestion | <input type="checkbox"/> |
| Activities for teenagers | <input type="checkbox"/> | Parks and open spaces | <input type="checkbox"/> |
| Affordable decent housing | <input type="checkbox"/> | Public transport | <input type="checkbox"/> |
| Clean streets | <input type="checkbox"/> | Race relations | <input type="checkbox"/> |
| Community activities | <input type="checkbox"/> | Road and pavement repairs | <input type="checkbox"/> |
| Cultural facilities (e.g. cinemas, museums)..... | <input type="checkbox"/> | Shopping facilities | <input type="checkbox"/> |
| Education provision | <input type="checkbox"/> | Sports and leisure facilities | <input type="checkbox"/> |
| Facilities for young children | <input type="checkbox"/> | Wage levels and local cost of living | <input type="checkbox"/> |
| Health services | <input type="checkbox"/> | Other (PLEASE TICK BOX & WRITE IN BELOW)..... | <input type="checkbox"/> |
| Job prospects | <input type="checkbox"/> | | |
| Low level of crime | <input type="checkbox"/> | None of these | <input type="checkbox"/> |
| Low level of pollution..... | <input type="checkbox"/> | Don't know | <input type="checkbox"/> |

Q3. **Thinking about this local area, which of the things below, if any, do you think most need improving? PLEASE TICK UP TO FIVE BOXES**

- | | | | |
|--|--------------------------|---|--------------------------|
| Access to nature | <input type="checkbox"/> | Low level of traffic congestion | <input type="checkbox"/> |
| Activities for teenagers | <input type="checkbox"/> | Parks and open spaces | <input type="checkbox"/> |
| Affordable decent housing | <input type="checkbox"/> | Public transport | <input type="checkbox"/> |
| Clean streets | <input type="checkbox"/> | Race relations | <input type="checkbox"/> |
| Community activities | <input type="checkbox"/> | Road and pavement repairs | <input type="checkbox"/> |
| Cultural facilities (e.g. cinemas, museums)..... | <input type="checkbox"/> | Shopping facilities | <input type="checkbox"/> |
| Education provision | <input type="checkbox"/> | Sports and leisure facilities | <input type="checkbox"/> |
| Facilities for young children | <input type="checkbox"/> | Wage levels and local cost of living | <input type="checkbox"/> |
| Health services | <input type="checkbox"/> | Other (PLEASE TICK BOX & WRITE IN BELOW)..... | <input type="checkbox"/> |
| Job prospects | <input type="checkbox"/> | | |
| Low level of crime | <input type="checkbox"/> | None of these | <input type="checkbox"/> |
| Low level of pollution..... | <input type="checkbox"/> | Don't know | <input type="checkbox"/> |
-

CHANGES IN YOUR QUALITY OF LIFE

Q4. Thinking about your local area, for each of the following things below, do you think each has got better or worse over the last three years, or has it stayed the same? PLEASE TICK ONE BOX FOR EACH

	Better	Stayed the same	Worse	Don't know
Access to nature	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Activities for teenagers.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Affordable decent housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clean streets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cultural facilities (e.g. cinemas, museums)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education provision.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities for young children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Job prospects.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public transport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race relations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road and pavement repairs.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sports and leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The level of crime.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The level of pollution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The level of traffic congestion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wage levels and local cost of living	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 2: YOUR LOCAL AUTHORITY

The questions in this section all ask for your views on your local council.

Harrow Council provides many services to the local community and also has a role in planning, supporting, encouraging or overseeing many other services. We would like to hear your views on those services.

WHAT DOES YOUR COUNCIL DO?

This section summarises what some of your local authority service departments do:

Transport Services

- Transport planning and traffic management
- Information provision on local transport routes, timetables and costs etc

Environmental Services

- Household waste collection and disposal
- Recycling facilities and civic amenity sites
- Street cleaning and litter collection
- Special collections of garden waste or unwanted household items such as furniture, fridges etc

Local Authority Education Services

- Education planning, spending and provision
- Curriculum development and monitoring
- Schools admissions and appeals policies
- Welfare and Special Educational Needs services to help children experiencing difficulty at school or with special educational needs
- Pre-school education for children under 5 years of age
- Youth Service

Personal Social Services

- Care services for older people including home care, meals-on-wheels, residential and day care
- Care services for disabled people and other groups living within the community
- Child protection, fostering and adoption services

Planning Services

- Strategic planning of housing, industrial and commercial development, traffic and transport for the area as a whole
- Development control of individual developments, based on local consultation and understanding the environmental impact on the surrounding area

Cultural and Recreational Services

- Sports and leisure facilities
- Parks and open spaces
- Museums, art galleries, theatres and support for the arts
- Encouraging tourism
- Libraries

Housing Services

- Co ordination, provision, management and maintenance of housing to ensure local needs are met, including provision of homes for elderly, disabled and homeless people
- Housing administration, including managing housing waiting lists, transfers, exchanges and care-taking; selling houses to tenants, under the 'right to buy' scheme, housing benefit, rent collection and housing arrears
- Resolution of tenancy issues and neighbour disputes etc

YOUR VIEW OF HARROW COUNCIL

Q5. How well informed do you think Harrow Council keeps residents about the services and benefits it provides? PLEASE TICK ONE BOX ONLY

- | | | | |
|---|--------------------------|---|--------------------------|
| Keeps us very well informed | <input type="checkbox"/> | Doesn't tell us much at all about what it does..... | <input type="checkbox"/> |
| Keeps us fairly well informed | <input type="checkbox"/> | Don't know | <input type="checkbox"/> |
| Gives us only a limited amount of information | <input type="checkbox"/> | | |

Q6. **Which of these statements comes CLOSEST to your own attitude towards Harrow Council?**

PLEASE TICK ONE BOX ONLY

- | | | | |
|---|--------------------------|--|--------------------------|
| I'm not interested in what the Council does, or whether they do their job..... | <input type="checkbox"/> | I would like to have more of a say in what the Council does, and the services it provides..... | <input type="checkbox"/> |
| I'm not interested in what the Council does, as long as they do their job | <input type="checkbox"/> | I already work with/for, or am involved with, the Council and the services it provides..... | <input type="checkbox"/> |
| I like to know what the Council is doing, but I'm happy to let them get on with their job | <input type="checkbox"/> | Don't know..... | <input type="checkbox"/> |

Q7. **Have you contacted Harrow Council in the last year or so?** PLEASE TICK ONE BOX ONLY

- Yes No..... Don't know/can't remember

Q8. **Thinking about the last contact you made, how did you contact the Council?** PLEASE TICK ONE BOX ONLY

- | | | | |
|----------------------------------|--------------------------|---------------------------------|--------------------------|
| By 'phone | <input type="checkbox"/> | Through someone else | <input type="checkbox"/> |
| In person | <input type="checkbox"/> | Fax..... | <input type="checkbox"/> |
| Letter | <input type="checkbox"/> | Through digital TV | <input type="checkbox"/> |
| Email | <input type="checkbox"/> | Other | <input type="checkbox"/> |
| Through a website..... | <input type="checkbox"/> | Don't know/can't remember | <input type="checkbox"/> |
| Through a Local Councillor | <input type="checkbox"/> | | |

Q9. **What was the main purpose of your last contact?** PLEASE TICK ONE BOX ONLY

- | | | | |
|---------------------------------------|--------------------------|--|--------------------------|
| Make an enquiry..... | <input type="checkbox"/> | Make a suggestion about a service..... | <input type="checkbox"/> |
| Apply or register for a service | <input type="checkbox"/> | Other | <input type="checkbox"/> |
| Ask for advice or help..... | <input type="checkbox"/> | None of these | <input type="checkbox"/> |
| Report an issue or a problem..... | <input type="checkbox"/> | Don't know..... | <input type="checkbox"/> |
| Complain about a service..... | <input type="checkbox"/> | | |

Q10- Q12. **And when you contacted the Council, did you find staff there...?** PLEASE TICK ONE BOX

- Q10. Helpful.....
- OR Unhelpful.....
- Neither/don't know/not relevant/not stated
- Q11. Efficient
- OR Inefficient.....
- Neither/don't know/not relevant/not stated
- Q12. Able to deal with only query/enquiry.....
- OR Unable to deal with only query/enquiry.....
- Neither/don't know/not relevant/not stated

Q13. **And were you satisfied or dissatisfied with the final outcome?** PLEASE TICK ONE BOX
 Satisfied..... Dissatisfied..... Don't know/can't remember

Q14.- **How strongly do you agree or disagree with each of the following statements about Harrow Council?** PLEASE TICK ONE BOX FOR EACH STATEMENT

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
Q14. The quality of Council services is good overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q15. The Council is too remote and impersonal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q16. The Council gives residents good value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OVERALL SATISFACTION WITH THE AUTHORITY AS A WHOLE

Q17. **Which of these statements comes closest to how you feel about Harrow Council?** PLEASE TICK ONE BOX ONLY

I speak highly of Harrow Council without being asked	<input type="checkbox"/>	I am critical of Harrow Council if I am asked about it	<input type="checkbox"/>
I speak highly of Harrow Council if I am asked about it.....	<input type="checkbox"/>	I am critical of Harrow Council without being asked.....	<input type="checkbox"/>
I have no views one way or the other ..	<input type="checkbox"/>	None of these	<input type="checkbox"/>

Q18. **Please indicate whether you or any other member of your family have used any of the following services provided by Harrow Council in the last 12 months:** PLEASE TICK ALL THAT APPLY

Transport services.....	<input type="checkbox"/>	Planning services	<input type="checkbox"/>
Environmental services	<input type="checkbox"/>	Cultural and recreational services.....	<input type="checkbox"/>
Local Authority Education services	<input type="checkbox"/>	Housing services	<input type="checkbox"/>
Personal social services.....	<input type="checkbox"/>		

Q19. **Please indicate how satisfied or dissatisfied you are overall with the following services provided by Harrow Council:** PLEASE ANSWER WHETHER YOU HAVE USED THESE SERVICES OR NOT. PLEASE TICK ONE BOX FOR EACH

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied
Transport services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local Authority Education services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal social services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planning services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cultural and recreational services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trading standards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q20. **Taking everything into account, how satisfied or dissatisfied are you with the way the authority runs things? PLEASE TICK ONE BOX**

Very satisfied.....	<input type="checkbox"/>	Fairly dissatisfied.....	<input type="checkbox"/>
Fairly satisfied	<input type="checkbox"/>	Very dissatisfied	<input type="checkbox"/>
Neither satisfied nor dissatisfied	<input type="checkbox"/>		

Q21. **Thinking about the way the authority runs things, do you think this has got better or worse over the last three years, or has it stayed the same? PLEASE TICK ONE BOX**

Better.....	<input type="checkbox"/>	Worse	<input type="checkbox"/>
Stayed the same	<input type="checkbox"/>	Don't know.....	<input type="checkbox"/>

Q22. **For each of the following services provided by Harrow Council, do you think the service has got better or worse over the last three years, or has it stayed the same? PLEASE TICK ONE BOX FOR EACH**

	Better	Stayed the same	Worse	Don't know
Keeping public land clear of litter and refuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Collection of household waste	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local recycling facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doorstep collection of items for recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local tips	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local transport information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Doorstep collection of items for recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local bus service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sport/leisure facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Museums/galleries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Theatres/Concert halls.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and open spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 3: LIVING IN HARROW

The questions in this section all ask for your views on your local area. We would like to hear your views on what it is like living in Harrow, what you think has changed over time, and what you think it will be like in the future.

Q22.- Q25. **How strongly, if at all, do you feel you belong to each of the following places? PLEASE TICK ONE BOX FOR EACH**

	Very strongly	Fairly strongly	Not very strongly	Not at all strongly	Don't know
Q23. Your neighbourhood.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q24. Harrow	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q25. London.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q26. Britain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q27.- Thinking about the following as a place to live, how satisfied or dissatisfied are you with...? PLEASE TICK ONE BOX FOR EACH

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
Q27. Your local neighbourhood.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q28. Harrow as a whole	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

YOUR VIEWS ON YOUR LOCAL AREA

Q29. We would like you to think about what it is like living in your part of Harrow at the moment. What two or three changes do you think would most improve your quality of life? PLEASE WRITE IN YOUR COMMENTS

Q30. Again, thinking about your part of Harrow, how would you say it compares with most other areas as a place to live? PLEASE TICK ONE BOX ONLY

Better.....	<input type="checkbox"/>	About the same	<input type="checkbox"/>
Worse.....	<input type="checkbox"/>	Don't know.....	<input type="checkbox"/>

Q31.- To what extent do you agree or disagree with the following statements about your local neighbourhood? PLEASE TICK ONE BOX FOR EACH STATEMENT

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	No opinion
Q31. I feel I personally can influence decisions affecting my neighbourhood.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q32. This neighbourhood is a place where people from different backgrounds get on well together	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q33. This neighbourhood is a place where residents respect ethnic differences between people.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q34. By working together, people in my neighbourhood can influence decisions that affect the local area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q35. In general, what kind of neighbourhood (i.e. your street) would you say you live in – would you say it is a neighbourhood in which people do things together and try to help each other, or one in which people mostly go their own way? PLEASE TICK ONE BOX ONLY

Help each other.....	<input type="checkbox"/>	Mixture.....	<input type="checkbox"/>
Go own way	<input type="checkbox"/>	Don't know.....	<input type="checkbox"/>

Q36. Here is a list of a number of everyday situations. In which of these situations, if any, would you say you regularly meet and talk with people of a different ethnic origin to you? PLEASE TICK ALL THAT APPLY

Q37. And in which of these situations, if any, would you say you regularly meet and talk with people of a different social class to you? PLEASE TICK ALL THAT APPLY

	Q36	Q37
At local shops.....	<input type="checkbox"/>	<input type="checkbox"/>
In your neighbourhood.....	<input type="checkbox"/>	<input type="checkbox"/>
At work.....	<input type="checkbox"/>	<input type="checkbox"/>
At restaurants, pubs, cinemas, community centres etc.....	<input type="checkbox"/>	<input type="checkbox"/>
On buses and trains.....	<input type="checkbox"/>	<input type="checkbox"/>
At a place to study (e.g. school, college, university).....	<input type="checkbox"/>	<input type="checkbox"/>
At sports or fitness activities.....	<input type="checkbox"/>	<input type="checkbox"/>
At a relative's home.....	<input type="checkbox"/>	<input type="checkbox"/>
At a place of worship.....	<input type="checkbox"/>	<input type="checkbox"/>
At youth clubs.....	<input type="checkbox"/>	<input type="checkbox"/>
At other places.....	<input type="checkbox"/>	<input type="checkbox"/>
None.....	<input type="checkbox"/>	<input type="checkbox"/>

Q38.- Q43. Now thinking about the range of organisations working in Harrow, such as the Council, the police and fire services, health organisations and others, overall, how successful or unsuccessful would you say they are in dealing with the following...? PLEASE TICK ONE BOX FOR EACH STATEMENT

	Very successful	Fairly successful	Neither/nor	Fairly unsuccessful	Very unsuccessful	Don't know
Q38. Supporting the local economy and creating jobs.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q39. Tackling poverty and deprivation.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q40. Reducing crime and maintaining community safety.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q41. Improving the environment.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q42. Meeting the education needs of all residents.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q43. Providing access to good health and social care services for those in need.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q44.- Q46. Overall, how safe do you feel . . . PLEASE TICK ONE BOX FOR EACH STATEMENT

	Very safe	Fairly safe	A bit unsafe	Very unsafe
Q44. In the area where you live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q45. Walking alone in the area you live after dark	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Q46. When you are alone in your own home at night	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q47. How much is your own quality of life affected by fear of crime, on a scale from 1 to 10, where 1 is no effect and 10 is total effect on your quality of life? PLEASE TICK ONE BOX ONLY

No effect - 1.....	<input type="checkbox"/>	6.....	<input type="checkbox"/>
2.....	<input type="checkbox"/>	7.....	<input type="checkbox"/>
3.....	<input type="checkbox"/>	8.....	<input type="checkbox"/>
4.....	<input type="checkbox"/>	9.....	<input type="checkbox"/>
5.....	<input type="checkbox"/>	Total effect – 10.....	<input type="checkbox"/>

CHANGES IN YOUR LOCAL AREA

Q48. We are interested in your sense of how your part of Harrow is changing, based on what you know or have heard. For each of the following, please tell us whether, over the last 5 years or so, you think they have increased, decreased or stayed about the same. PLEASE TICK ONE BOX FOR EACH STATEMENT

	Increased a lot	Increased a little	Stayed the same	De-creased a little	De-creased a lot	No opinion
The level of crime.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Levels of traffic.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The number of people living here.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q49. And please could you tell us whether over the last five years or so you think that your part of Harrow has got better, got worse or stayed about the same for the following? PLEASE TICK ONE BOX FOR EACH STATEMENT

	Got a lot better	Got a little better	Stayed the same	Got a little worse	Got a lot worse	No opinion
Exam results in schools.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health services.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Relations between different communities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Employment opportunities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training and education opportunities for adults.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The quality of public services overall ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q50. Taking everything into account, would you say that, as a place to live, your part of Harrow has got better, worse or stayed about the same during the last five years or so? PLEASE TICK ONE BOX ONLY

I think it has got better.....	<input type="checkbox"/>	I think it has stayed about the same.....	<input type="checkbox"/>
I think it has got worse.....	<input type="checkbox"/>	Don't know.....	<input type="checkbox"/>

Q51. And looking ahead, how, if at all, do you think that your part of Harrow will change as a place to live over the next five years or so? PLEASE TICK ONE BOX ONLY

I think it will get better.....	<input type="checkbox"/>	I think it has stayed about the same.....	<input type="checkbox"/>
I think it has got worse.....	<input type="checkbox"/>	Don't know.....	<input type="checkbox"/>

HARROW NOW AND IN THE FUTURE

Q52. **We would now like you to think about the following descriptions of the part of Harrow where you live. For each one, please indicate whether you think it does or does not apply to your area at the moment. PLEASE TICK ONE BOX IN EACH ROW**

At the moment my part of Harrow is...	A great deal	A fair amount	Not very much	Not at all	Don't know
Economically successful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A quiet area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A clean area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A safe area with low levels of crime and disorder.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with affordable housing.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area that is easy to get around	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good road links to the rest of the country.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good public transport links to the rest of the country.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with strong communities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good schools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good further and higher education opportunities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good training and education facilities for adults.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good facilities for young people.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good facilities for older people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good health and social care services for older people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good leisure facilities for local people.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good resources for tourists.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good night life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good quality hospitals.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good local health services (e.g. GPs, dentists, pharmacists, nurses)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with low unemployment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good quality jobs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area which is good for culture and the arts.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good health and social care services for people with physical/sensory disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good support services for those caring for adult family members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q53. **Now we would like you to think about how you think your part of Harrow will look 10 years from now. From the same list, please indicate which, if any, you think will apply to your area in 10 years' time. PLEASE TICK ONE BOX IN EACH ROW**

I think my part of Harrow will be...	Will apply	Will not apply	Don't know
Economically successful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A quiet area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A clean area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A safe area with low levels of crime and disorder.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with affordable housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area that is easy to get around	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good road links to the rest of the country	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good public transport links to the rest of the country	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with strong communities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good schools.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good further and higher education opportunities.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good training and education facilities for adults	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good facilities for young people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good facilities for older people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good health and social care services for older people	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good leisure facilities for local people ..	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good resources for tourists	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good night life.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good quality hospitals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good local health services (e.g. GPs, dentists, pharmacists, nurses)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with low unemployment.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good quality jobs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area which is good for culture and the arts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good health and social care services for people with physical/sensory disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An area with good support services for those caring for adult family members.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q54. **Next, we would like you to think about the type of area you would like to see 10 years from now. Which three or four would you single out as being most important in making your part of Harrow a good place to live? PLEASE TICK THREE OR FOUR BOXES ONLY**

- | | | | |
|--|--------------------------|--|--------------------------|
| Economically successful | <input type="checkbox"/> | An area with good health and social care facilities for older people..... | <input type="checkbox"/> |
| A quiet area..... | <input type="checkbox"/> | An area with good leisure facilities for local people... | <input type="checkbox"/> |
| A clean area..... | <input type="checkbox"/> | An area with good resources for tourists..... | <input type="checkbox"/> |
| A safe area with low levels of crime and disorder | <input type="checkbox"/> | An area with good night life | <input type="checkbox"/> |
| An area with affordable housing | <input type="checkbox"/> | An area with good quality hospitals..... | <input type="checkbox"/> |
| An area that is easy to get around..... | <input type="checkbox"/> | An area with good local health services (e.g. GPs, dentists, pharmacists, nurses)..... | <input type="checkbox"/> |
| An area with good road links to the rest of the country | <input type="checkbox"/> | An area with low unemployment..... | <input type="checkbox"/> |
| An area with good public transport links to the rest of the country..... | <input type="checkbox"/> | An area with good quality jobs..... | <input type="checkbox"/> |
| An area with strong communities..... | <input type="checkbox"/> | An area which is good for culture and the arts | <input type="checkbox"/> |
| An area with good schools..... | <input type="checkbox"/> | An area with good health and social care services for people with physical/sensory disabilities..... | <input type="checkbox"/> |
| An area with good further and higher education opportunities..... | <input type="checkbox"/> | An area with good support services for those caring for adult family members | <input type="checkbox"/> |
| An area with good training and education facilities for adults..... | <input type="checkbox"/> | Other (PLEASE TICK BOX & WRITE IN BELOW).... | <input type="checkbox"/> |
| An area with good facilities for young people | <input type="checkbox"/> | | |
| An area with good facilities for older people | <input type="checkbox"/> | Don't know | <input type="checkbox"/> |

PRIORITIES FOR THE FUTURE

Q55. **Below is a list of things that have been identified as areas where public service providers can work to improve the quality of life. Thinking about Harrow and the way you would like to see it develop over the next few years, which four or five would you single out as most important? PLEASE TICK FOUR OR FIVE BOXES ONLY. IF YOU THINK SOMETHING IS A PRIORITY BUT IT IS NOT ON THE LIST, PLEASE TICK THE OTHER BOX & WRITE IN BELOW**

- | | | | |
|---|--------------------------|---|--------------------------|
| Reducing poverty | <input type="checkbox"/> | Supporting local community and voluntary initiatives..... | <input type="checkbox"/> |
| Developing strong communities..... | <input type="checkbox"/> | Providing good quality health services..... | <input type="checkbox"/> |
| Maintaining a healthy economy by supporting local businesses..... | <input type="checkbox"/> | Raising awareness of public health issues (e.g. smoking, obesity, drug use)..... | <input type="checkbox"/> |
| Encouraging people to recycle and reduce waste..... | <input type="checkbox"/> | Ensuring that people are able to access and use the services they need..... | <input type="checkbox"/> |
| Reducing crime and fear of crime | <input type="checkbox"/> | Ensuring that service providers work together where necessary | <input type="checkbox"/> |
| Protecting the environment..... | <input type="checkbox"/> | Providing affordable housing..... | <input type="checkbox"/> |
| Providing facilities for young people | <input type="checkbox"/> | Encouraging investment in jobs | <input type="checkbox"/> |
| Providing facilities for older people | <input type="checkbox"/> | Helping people get involved in decisions about their area | <input type="checkbox"/> |
| Providing social and health care services for older people..... | <input type="checkbox"/> | Providing equal opportunities for everyone in the community to access services..... | <input type="checkbox"/> |
| Reducing traffic congestion..... | | Other (PLEASE TICK BOX & WRITE IN BELOW)..... | <input type="checkbox"/> |
| Providing good quality schools | <input type="checkbox"/> | | |
| Providing opportunities for adults to learn and develop skills..... | <input type="checkbox"/> | Don't know | <input type="checkbox"/> |

SECTION 4: ABOUT YOURSELF

To ensure that we are meeting the needs of all residents it is important that we ask you a few questions about yourself. As with all the questions, your answers will be completely confidential.

Q56. **Are you...** PLEASE TICK ONE BOX
 Male..... Female

Q57. **What was your age on your last birthday?** PLEASE WRITE IN BELOW

Q58. **How long have you/your household been living in this area?** PLEASE TICK ONE BOX

Under 1 year <input type="checkbox"/>	6-10 years <input type="checkbox"/>
1-2 years <input type="checkbox"/>	11-20 years <input type="checkbox"/>
3-5 years <input type="checkbox"/>	21+ years..... <input type="checkbox"/>
6-10 years <input type="checkbox"/>	Don't know/can't remember <input type="checkbox"/>

Q59. **In which of these ways does your household occupy your current accommodation?**
 PLEASE TICK ONE BOX

Owned outright <input type="checkbox"/>	Rented from private landlord <input type="checkbox"/>
Buying on mortgage <input type="checkbox"/>	Other (PLEASE TICK BOX & WRITE IN BELOW)..... <input type="checkbox"/>
Rent from council <input type="checkbox"/> <input type="checkbox"/>
Rent from Housing Association/ Trust <input type="checkbox"/>	

Q60. **Does anyone in your household receive housing benefit or Council tax benefit (that is based on income)?** PLEASE TICK ALL THAT APPLY

Yes, housing benefit <input type="checkbox"/>	No, neither of these <input type="checkbox"/>
Yes, council tax benefit <input type="checkbox"/>	Don't know..... <input type="checkbox"/>

Q61. **How many adults aged 18 or over are living here?** PLEASE TICK ONE BOX

One <input type="checkbox"/>	Five..... <input type="checkbox"/>
Two..... <input type="checkbox"/>	More than five (PLEASE TICK BOX & WRITE IN BELOW)..... <input type="checkbox"/>
Three <input type="checkbox"/> <input type="checkbox"/>
Four <input type="checkbox"/>	

Q62. **Do you have any children in your household in these age ranges ?**
 PLEASE TICK ALL THAT APPLY

Aged 0-4 <input type="checkbox"/>	Aged 12-17 <input type="checkbox"/>
Aged 5-8..... <input type="checkbox"/>	None under 18..... <input type="checkbox"/>
Aged 9-11..... <input type="checkbox"/>	

- Q63. **Which of these activities best describes what you are doing at present?** PLEASE TICK ONE BOX
- | | | | |
|---|--------------------------|---|--------------------------|
| Employee in full-time job (30 hours plus per week)..... | <input type="checkbox"/> | Permanently sick/disabled | <input type="checkbox"/> |
| Employee in part-time job (under 30 hours per week) | <input type="checkbox"/> | Wholly retired from work | <input type="checkbox"/> |
| Self employed full or part-time | <input type="checkbox"/> | Looking after the home | <input type="checkbox"/> |
| On a government supported training programme (e.g. Modern Apprenticeship/Training for Work) | <input type="checkbox"/> | Doing something else (PLEASE TICK BOX & WRITE IN BELOW) | <input type="checkbox"/> |
| Full-time education at school, college or university, unemployed and available for work | <input type="checkbox"/> | | |

- Q64. **Do you have any long-standing illness, disability or infirmity? (Long-standing means anything that has troubled you over a period of time or that is likely to affect you over a period of time.)** PLEASE TICK ONE BOX
- Yes..... ANSWER THE NEXT QUESTION (Q65)
- No..... GO TO Q66

- Q65. **Does this illness or disability limit your activities in any way?** PLEASE TICK ONE BOX
- Yes..... No.....

- Q66. **To which of these groups do you consider you belong to?** PLEASE TICK ONE BOX
- | | | | |
|---|--------------------------|---|--------------------------|
| White | <input type="checkbox"/> | White and Asian | <input type="checkbox"/> |
| British | <input type="checkbox"/> | Any other mixed background (PLEASE TICK BOX & WRITE IN BELOW) | <input type="checkbox"/> |
| Irish | <input type="checkbox"/> | | |
| Any other White background (PLEASE TICK BOX & WRITE IN BELOW) | <input type="checkbox"/> | Asian or Asian British | |
| | | Indian | <input type="checkbox"/> |
| Black or Black British | | Pakistani | <input type="checkbox"/> |
| Caribbean | <input type="checkbox"/> | Bangladeshi | <input type="checkbox"/> |
| African | <input type="checkbox"/> | Any other Asian background (PLEASE TICK BOX & WRITE IN BELOW) | <input type="checkbox"/> |
| Any other Black background (PLEASE TICK BOX & WRITE IN BELOW) | <input type="checkbox"/> | | |
| | | Chinese | <input type="checkbox"/> |
| Mixed | | Other ethnic group (PLEASE TICK BOX & WRITE IN BELOW)..... | <input type="checkbox"/> |
| White and Black Caribbean | <input type="checkbox"/> | | |
| White and Black African | <input type="checkbox"/> | | |

THANK YOU VERY MUCH FOR TAKING PART IN THIS SURVEY.

Please enclose the questionnaire in the reply-paid envelope provided (no stamp required) and send it to us no later than 25th April 2005

If you do not have a pre-paid envelope, please return the questionnaire to Rachel Ellis, Harrow Resident Survey, FREEPOST, 79-81 Borough Road, London, SE1 1BS. You will not need to use a stamp for this.

Harrow Strategic Partnership Board

Wednesday 6 April 2005

Potential Funding for Partnership Priorities

Purpose of the Report

This report makes the Harrow Strategic Partnership (HSP) Board aware of the second generation of Local Public Service Agreements (LPSA 2G).

The (HSP) Board is asked to:

1. Consider the options below, noting that the **strengthening communities option** as Harrow's priority area for improvement is being recommended by the Council.
2. Comment on the process that is being intended to engage HSP members and stakeholders.

Special Note to the HSP Board

The council was made aware on 23 March, subsequent to this paper being presented to the HSP Executive, that the Government is no longer progressing with LPSAs. This means that areas like Harrow who are in tranche will no longer be able to secure an LPSA.

Harrow can now bid to express interest in securing a pilot Local Area Agreement (LAA) but unlike the LPSA, it is not automatic that we will secure a LAA. It is the government's intention that LAAs will put the engagement of community groups and the voluntary sector at the heart of the process of agreeing local priorities.

The importance of partnership working through the HSP is as integral to LAAs as it was to LPSA 2G.

1. Introduction

In 2005/6, the council and its partners will need to prepare and agree its proposals for LPSA 2G targets for 2006/7 – 2008/9. This will be a project led by the Policy & Partnership Service in the Organisational Performance Directorate. The purpose of this report is to seek views and guidance as to which local priority areas might form the basis of our next LPSA targets.

2. Background

The 2nd generation of local public service agreements differs from the first in 3 key ways:

1. Targets will be more locally based;
2. Targets will be firmly partnership based;
3. Central government will be more involved (as partners).

A continuing feature of LPSA 2G will be pump-priming grants at the outset to help get the improvements underway and rewards allocated for achieving challenging outcomes that have a clear impact on people's lives locally. The division of the reward grant among the targets will be discussed as part of the negotiations. The presumption is that there will be about a dozen targets, or small groups of targets, and that the reward grant will be divided equally among them.

Although there was some disappointment with the freedoms and flexibilities agenda in round one LPSAs, the government has reaffirmed its commitment to freedoms and flexibilities for LPSA 2G. Harrow will use negotiations to secure these wherever these may be helpful.

Both central and local governments have placed great emphasis on delivering better public services. At the heart of the second generation of LPSAs will be an agreement between the council, its partners and government about priorities for improving public services locally. **Partner and public involvement, therefore, is seen as being important in determining priorities for the second generation of LPSAs.**

In parallel to LPSA 2G, it is worth noting that the government has also published its proposals for Local Area Agreements (LAAs). LAAs seek to build a new, more flexible and responsive relationship between central and local government and ultimately the residents in an area. Working through Local Strategic Partnerships, LAAs will draw together the plethora of funding streams currently available. Overtime, LPSAs will become an integral part of LAAs. At the moment, the specific grants covered by LAAs mean that this is only an attractive route for Neighbourhood Renewal Areas. At this point in time, however, an LPSA is the most attractive funding vehicle for Harrow.

In selecting locally based targets, the LPSA 2G guidance states that councils will need to take a broader view of the services provided to residents in their area. These should extend beyond those services that we provide ourselves as a council.

Our objective when scoping our targets should be to show that we have reached a shared consensus for our priorities for improvement locally. The Harrow Strategic

Partnership (HSP) will be the forum where we will engage partners on Harrow's priorities for improvement. In choosing priority areas for improvement, the authority will need to assure itself that it can reliably measure the improvements in outcomes.

In addition, we need to offer a scale of 'stretch' in performance that is sufficiently substantial to justify the grants linked to achievement. Three options are considered. They have been selected from our new corporate priorities where the particular emphasis is partnership support.

3. Options

Although not formally a requirement, given the benefits for local residents, we would strongly recommend that Harrow be part of the LPSA 2G. All three options are taken from the council's own priorities for improvement with the third around improving user's experience of the quality of services they receive. The three options proposed are:

- Impact through partnership working
- Strengthening communities
- Valuing Harrow's customers (Improving public satisfaction levels)

Each of these options is discussed below in more detail. To assist in the selection process, the main 'pros and cons' under each option are included in tabular format for ease of reference.

3.1 The 'Impact through partnership working' theme appears an obvious one because it encompasses the focus on partnership working, being encouraged under LPSA 2G.

Priorities for improvement should be underpinned by evidence. Clearly, the most recent Vitality Profile analysis provides much of this evidence, which in turn, has the consensus of the HSP who have accordingly adopted the following as priority areas for action:

1. Anti Social Behaviour
2. Property Crime
3. Robbery and Violence
4. Business & Economy
5. Circulatory Disease
6. Exclusions
7. Fear of Crime
8. Housing Condition
9. Housing Need (including the appropriate type of housing)
10. Low Birth Weight (however, further work will need to be completed to understand related factors such as teenage pregnancy, breastfeeding and antenatal care).
11. Tuberculosis and Sexual Health
12. Low Incomes:
 - a) Poverty and Older People
 - b) Low Incomes and Children
13. Public Transport
14. Street Scene
15. Information technology skills

These areas will be further developed over the next month as part Community Strategy Action Planning.

Pros and Cons of Impact through partnership working option

Pros	Cons
LPSA 2G has a strong emphasis on partnership working	Some issues are beyond the control of the partners
Each Priority Area shows a good understanding of our locally based socio-economic issues.	Some partners may be/feel excluded
The Priority Areas have been selected by 'shared consensus' and are evidence based	The set of Priority Areas are fragmented and it is hard to get a focus on them. Fragmentation has been a problem with the current set of LPSA targets
The Priority Area set are measurable	

3.2 The '**Strengthening Harrow's Communities**' corporate priority recognises Harrow's diversity is a source of strength and opportunity. As one of the most diverse boroughs in London, this priority is about responding to the needs of the Harrow community, acknowledging Harrow's diversity and meeting Harrow's social and cultural needs now and into the future. To do this effectively, the Council with its partners, wants to bring about improved strategic outcomes in the following areas:

- Ensuring the Council's workforce reflects our community
- Building community cohesion and better relations between communities
- Ensuring that everyone has access to our services
- Becoming better and 'smarter' at the way that we engage with the community
- Employment
- Income
- Delivering appropriate services to people through all life stages
- Safeguarding children.

Each of these areas requires the Council to work with its partners to find successful strategies for improving outcomes for local people. In this respect, Julia Mayo, Chief Executive of HAVS has indicated her support particularly in connection in the area of young people and safeguarding children (see letter attached to this report).

The West London Community Cohesion Pathfinder launched in July 2003 ended in September 2004, although West London work has continued. Its role was to explore the most effective means of addressing community cohesion. As the only pathfinder in the country that involved the public, private and voluntary sectors, an LPSA with its pump priming and reward grant may provide an opportunity for continuing the work of the pathfinder. In this case we could be looking at a 'wide area' target in which the related performance covers areas of two or more LPSA authorities.

The desired strategic outcomes under the strengthening communities option theme closely mirror the central government's national policies around community cohesion. Under an LPSA, a basket of practical measures could be negotiated that would mainstream the process of community cohesion in Harrow.

The Home Office has usefully published a set of ten indicators that it suggests can be used by local authorities to compose a picture of community cohesion in their areas. These have been used with two additions. The indicators are divided into four

groups – one headline indicator and a further 11 that follow the four components of a cohesive community (see Table below). The purpose is to measure the four elements of a cohesive community used in the Home Office’s preferred definition.¹

Table: Community cohesion Indicators and their relationship to the definition of a cohesive community

Indicator		Common vision and sense of belonging	Diversity appreciated	Similar life opportunities	Strong and positive relationships
Code	Text				
CC 01	Headline indicator: % of people who feel that their local area is a place where people from different backgrounds can get on well together	+	+	+	+
CC 02	% of respondents who feel that they belong to their neighbourhood/locals area/county/England/Wales/Britain	+			
CC 03	Key priorities for improving an area	+			
CC 04	% of adults surveyed who feel that they can influence decisions affecting their local area	+			
CC 05	The % of people who feel that local ethnic differences are respected		+		
CC 06	Number of racial incidents recorded by police per 100,000		+		
CC 07	Local Concentration of Deprivation			+	
CC 08	The % of pupils achieving 5 or more GCSEs at grades A*-C or equivalent			+	
CC 09	The % of unemployed people claiming benefit who have been out of work for more than a year			+	
CC 10	The % of people from different backgrounds who mix with other people from different backgrounds in everyday situations.				+
CC 11	The % of people from BME backgrounds in the local area who have post natal problems			+	
CC 12	The % of activities for young people established in the local area			+	

Some of the indicator data will be available from sources such as the Index of Multiple Deprivation (for CC07) and DES Pupil level Attainment School Census (CC08). Others will require the use of surveys (indicator CC10 for example).

To ensure a high response rate to the survey indicators, a smarter and sharper community engagement process will need to become more prominent. This clearly complements our fourth strategic outcome for strengthening communities in Harrow (see above).

¹ Home Office preferred definition:

- there is common vision and a sense of belonging for all communities
- the diversity of people’s background and circumstances are appreciated and positively valued
- those from different backgrounds have similar life opportunities; and
- strong and positive relationships are being developed between people from different backgrounds in the workplace, in schools and within neighbourhoods.

Pros and Cons of the Strengthening Communities option

Pros	Cons
The Strengthening Communities theme has a strong emphasis on partnership working	As this could become a 'wide area' target covering of two or more authorities negotiations with the ODPM may be more difficult
Strengthening Communities is a very close match to the shared priority between central and local government "Safer and stronger communities"	3 years of the agreement may not be a long enough period of time to show measurable improvements in this area
Community cohesion, race equality and addressing disadvantage are key outcomes for both central and local government.	Difficulty in evoking a public response
There are some clear overlaps with the HSP Priority Areas and the Strengthening Communities desired outcomes	
The community cohesion indicators are measurable with a strong focus	
Community cohesion is a cross-cutting priority that affects all Harrow's communities	
There are common characteristics between the impact through partnership option and this one.	
The delivery model is more focussed	

The strengthening communities option, with its particular emphasis on community cohesion, will require strong partnership working. In this sense, it is essentially an amalgamation of the first two options. It is also has a very close interconnection to the council's priority of ensuring the Council's workforce reflects our community - an important element of our Workforce and Workforce Development Plans.

3.3 Valuing Harrow's Customers - MORI surveys show that the public remain sceptical about improvements in public services generally. The most recent user satisfaction surveys in Harrow indicate mixed results with users still tending to be dissatisfied in many areas.

People tend to be satisfied when their perceptions of the service they have received match their expectations. When the service falls short of expectations they tend to be dissatisfied. Clearly, **'Improving public satisfaction levels'** has a certain unpredictability because it is not totally in the control of public services.

More recent research commissioned by the LGA has looked at the key drivers of public satisfaction. The research identifies a series of common factors that have the strongest impact on people's overall levels of satisfaction with their local authority.

The seven top drivers of satisfaction identified in this research are ranked as follows (where "perceived quality of services" is the strongest driver of overall satisfaction and "positive experiences of contact with staff", the weakest):

1. Perceived quality of services
2. Perceived value for money
3. Local area/deprivation/diversity
4. Media coverage

5. Direct communication/ engagement
6. Street cleaning/livability
7. Positive experiences of contact with staff

Pros and Cons of the Improving Public Satisfaction Levels option

Pros	Cons
Improving public satisfaction levels will impact on the council's CPA score from 2005 and beyond	Government departments may not support the practice of measuring public satisfaction as it is still developing
Supports the First Contact initiative	There may be difficulties in engaging all the potential partners.
Generally, this is a bottom-line area for public services	Drivers of public satisfaction for the police or the health sector may be different to those for local government
	A complex set of issues underpin a council's reputation and public satisfaction levels with many not in the council's control
	Research shows there is a link between the perception of national government public satisfaction levels with local government
	Some issues, such as media coverage, will be hard to measure objectively

Under this option, our LPSA would be targeted towards making improvement in 1-7 above. However in this option, there may be an issue in making this a partnership agenda rather than primarily a council one.

4. Partner and Member Engagement

For the second generation of LPSA, the government wants authorities to place a greater effort to concert the activities of partners locally, both within and beyond local government, in support of tackling those priorities for improvement. The HSP will be the main vehicle for involving partners in the development, negotiation, and delivery of the LPSA 2G.

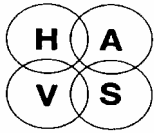
Once the HSP Executive has given a steer on the priority areas for improvement, we will brief the HSP Board on 6 April. We will also work with relevant officers from other directorates and partners on further developing our priority areas for improvement. After this, we will consult HSP members again at the HSP Summit of 18 May as well as with the council's portfolio holders before finally submitting our priority areas for improvement to ODPM on 27 May 2005. It should be noted that the Harrow Association of Voluntary Service (HAVS) has already expressed a strong interest in the LPSA 2G (paper attached from HAVS' Chief Executive).

Once ODPM, Harrow Council and the rest of the HSP are satisfied with the priority areas for improvement, formal negotiations on the indicators measuring outcomes, the performance to be rewarded, and how the government will work in partnership to help achieve the outcomes will commence. At this stage we will continue to work

closely with council officers, elected members and partners in determining stretching indicators, reward, and the freedoms and flexibilities to be requested from government. This stage of the process is expected to take 27 weeks. After this stage, we will seek final approval from the HSP and the council's Cabinet.

March 2005

Paul Najsarek. Director of Organisational Performance, Harrow Council



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Voluntary & Community Sector involvement in Local Public Service Agreements

Having read the requirements of the second generation of the Local Public Service Agreements (LPSAs) it is clear that the involvement of local partners, including the voluntary and community sector is vital for the acceptance and success of any proposals. Although this can be done partially through the Voluntary and Community Sector Forum and the HSP, HAVS is very willing to take a lead on this. I believe that this would be positive in terms of any proposals that Harrow Council was to put together as it shows active partnership working.

I would propose that one of the indicators should relate to community engagement. As you will be aware, Bindu's unit has already started work on a community engagement strategy and the Overview & Scrutiny Committee are reviewing this area. I am directly involved in the latter through the co-chairing scrutiny working group. We have made good progress on starting to map and encourage community engagement within the borough and I am confident that we will be able to develop performance indicators to measure improvement.

HAVS has received feedback over recent times, as I am sure the council has, that individuals within the sector feel ill prepared to engage with public bodies either in meetings or representing the sector at a more strategic level. The interim measures could be around the number of people attending training in this field, the number of people engaged in forums such as the voluntary and community sector forum and the community engagement meetings, participation in boards such as the Mental Health Partnership Board run by PCT and wider bodies such as the POP panel. The final indicator could be based on the suggested Audit Commission indicators identified in the council's draft Community Engagement Strategy as well as the quality of life indicators being developed as part of the HSP Scorecard.

We could further refine the indicators in terms of young people's participation, especially with the work done by the Children's Fund in this area. This again would support the Children and Young People's inclusion strategy currently under development

We could also look at ways of encouraging voluntary and community sector representation in areas such as safeguarding children's board, at present there is very little interest in this sector. I suspect this is partly due to lack of resources but

also lack of confidence and skills within the sector to engage at a strategic level in this way.

There is a precedent for this in the Havering experience. One of their indicators was “to improve community empowerment, equality and capacity building in the voluntary and community sector. “This was the basis of their local PSA.

Obviously this planning is at an early stage, however I just wanted to formally indicate that HAVS is very interested in being actively involved in the LPSA and would be happy to lead in this area if this is considered appropriate.

Julia Mayo
17.02.05



Harrow Strategic Partnership Board

Wednesday 6 April 2005

Update on the Development and Activities of the HSP Management and Reference Groups

Purpose of Report

This report informs the Harrow Strategic Partnership (HSP) Board of the notification in the change in timetable for the development of the Community Strategy Refresh that was forwarded to Management and Reference Group Chairs. It also informs the Board of the continued development of the HSP Management and Reference Groups.

The HSP Board is requested to note:

1. The development and activities of the HSP Management and Reference Groups.
2. The proposals agreed by the HSP Executive at its 22 March meeting for Reporting and Communication Links between the Harrow Strategic Partnership Reference Groups and the Executive.

The HSP Board is requested to agree:

1. That an amendment to the HSP Constitution at the 2005 Summit will occur to reflect point 2 above.

Harrow Strategic Partnership Board

6 April 2005

Update on the development and activities of the HSP Management and Reference Groups

The HSP Management and Reference Groups are listed below together with a brief indicator of their current status and activities:

- **Safer Harrow Management Group** (chaired by Bob Carr, Borough Commander): held its most recent meeting on 9 February. At this meeting the development timetable for the refresh of the Community Strategy was noted. The next meeting of this Group is yet to be scheduled but is likely to occur in late April.
- **Regenerating Harrow Management Group** (now incorporating Greener Harrow Management Group) (chaired by Anna Robinson, Director of Strategy, Urban Living, Harrow Council): These groups have now been amalgamated to serve as one management group. Two meetings of this group have occurred to date. A further meeting of this group has been scheduled to take place prior to the HSP Summit on 18 May 2005.
- **Healthy Harrow Management Group** (chaired by Andrew Morgan, Chief Executive of the Harrow PCT): A meeting of this group has occurred on 21 March 2005. This meeting was conducted as a working meeting where the action and monitoring plans required for the refresh of the Community Strategy were discussed in detail.
- **Children and Young People Management Group** (chaired by Paul Clark, Director of Children's Services): Met on 28 January and will meet again on 22 April. At the 28 January meeting it was agreed that members of the group would work out of session to produce the action plan required for the refresh of the Community Strategy.
- **Learning for All Management Group** (chaired by Javed Khan, Director of Learning and Community Development, Harrow Council): No meetings of this group have been scheduled to date. Work is being done with the Executive Director of People First to ensure that this group meets prior to the HSP Summit on 18 May 2005.
- **ICT Management Group** (chaired by Nick Bell, Executive Director of Business Connections, Harrow Council is working with Manoj Badale from Agilisys to establish this Management Group). This group held its most recent meeting on 15 March. This meeting was conducted as a working meeting to produce the action plans required for the refresh of the Community Strategy.

- **Older Persons Reference Group** (chaired by Cllr Anne Groves): The Partnership With Older People Steering Group has now taken on the role of the OPRG. This group met on 8 March 2005. The next meeting of the group is scheduled for 10 May 2005.
- **Community Cohesion Reference Group** (chaired by Julia Smith (formally Mayo), Harrow Association of Voluntary Service): is holding it's next meeting on 6 April 2005. The agenda will cover the Community Engagement Strategy, how the group will input into the development of the Community Strategy, council funded worker to work at HAVS on faith issues and two compact codes on how the council will interact with black, minority ethnic and refugee groups.

The HSP Executive at its 22 March meeting requested that all Management and Reference Groups meet prior to 18 May 2005 HSP Summit, and that these groups programme in two dates for meetings post the Summit, to ensure that progress on the outcomes of the Summit takes place.

Links Between the HSP Reference Groups and the HSP Board and Executive

Since their relatively recent establishment of the management and reference groups, there has been ad hoc communication between the reference groups and the rest of the HSP. To address this issue a paper was presented to the HSP Executive at its meeting on 22 March 2005 that outlined mechanisms to allow for more effective communication between the various constituent parts of the HSP. The mechanisms were:

1. Where an issue is raised by the Reference Group that members of the group wish to be considered by the HSP Board and Executive, this shall be referred to the Executive via a written report by the Chair of the Reference Group. The Policy & Partnership Service (PPS) will work to support the Chair to develop the report and add it to the agenda of the subsequent Executive meeting for consideration. If the Chair so requires, the report will be presented in person at the Executive meeting. Once the issue has been considered, the minutes of the meeting shall be sent to the Chair of the Reference Group.
2. Where the HSP Board or Executive identifies an issue that they require input from the Reference Groups on, this shall be minuted and a copy of the minute sent to the Reference Groups Chair for consideration at the subsequent meeting of the Reference Group. Once the issue has been considered by the Group, a report shall be made to the next meeting of the Executive or Board.
3. A networking meeting shall take place quarterly with the chair of the Management and Reference Groups and Cllr Marie-Louise Nolan who is Harrow Council's portfolio holder for the HSP as well as a member of the HSP Executive.

The HSP Executive endorsed these mechanisms and it is proposed to the Board that the above shall be written into the Constitution of the HSP at the May 2005 Summit.

Bindu Arjoon
 Manager, Policy & Partnership Service, Harrow Council
 March 2005

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Harrow Strategic Partnership Board

Wednesday 6 April 2005

Monitoring of the 2004 Community Strategy and Development of the Refresh of the Community Strategy

Purpose of Report

This report informs the Harrow Strategic Partnership (HSP) Board of the progress of Management and Reference Groups on the monitoring of the 2004 Community Strategy and the development of the refresh of this strategy.

The HSP Board is requested to note:

- The monitoring plans that has been completed so far by the Management Groups. Additional work still needs to be done by some Management Groups to fully complete the monitoring plans. The Policy and Partnership Service will continue to work with the Management Group chairs to ensure the finalisation of these plans. These monitoring plans will form the basis of the HSP Annual Report that it is proposed will be released at the HSP Summit.

The HSP Board is requested to agree that:

- An action plan for the HSP for 2005-06 (and beyond as appropriate) will be developed post the Summit by drawing on:
 - The action plans that are being developed by Management Groups, in consultation with the Reference Groups
 - The outcomes of the MORI survey
 - The work being done around the LPSA/LAA negotiation and outcome
 - Input and feedback from the 2005 HSP Summit.

Harrow Strategic Partnership Board

Wednesday 6 April 2005

Monitoring of the 2004 Community Strategy

At the 2004 HSP Summit that launched the Community Strategy 2004, the HSP Board undertook to ensure that monitoring of the Strategy was completed and reported to the 2005 Summit. To facilitate the drafting of the annual report of the HSP, Management Group Chairs were asked by Policy and Partnership Services in January 2005 to complete a monitoring template for their respective chapters.

To date reports have been received from all of the Management Groups with the exception of the Healthy Harrow Management Group. The full 74-page document outlining the monitoring reports that have been received to date are available on request.

At the time of drafting this report, the Policy and Partnership Service is working with all Management Groups to further develop the content of these monitoring templates so they may be used in the 2004-05 HSP Annual Report. Specifically, the following work needs to occur to ensure the completion of the monitoring plans:

- **Empowering local communities** – Requires much more detail around the comments section of the table. Overall there is reasonable progress towards the achievement of the future plans identified in the 2004 Community Strategy.
- **Children and Young People** – Overall the vast majority of future plans identified in the 2004 Community Strategy are underway or have been completed. Further detail around the partners involved in the achievement of the future plans is required.
- **Greener Harrow** – Requires further work around the progress that has been made in achieving the future plans identified in the 2004 Community Strategy. More detail also needs to be given around the partners that are involved in achieving the plan.
- **Healthy Harrow** – Awaiting report
- **Learning for All** – Most of the detail required to complete the monitoring of the future plans has been supplied. Overall there has been good progress over the last 12 months towards achieving the requirements of the future plans.
- **Making ICT work for Harrow** – Overall most of the future plans identified in the 2004 Community Strategy are being progressed.
- **Regenerating Harrow** – Much of the information required in this template is still outstanding. Overall it is difficult to obtain a clear picture of the work done to date to achieve the future plans in the 2004 Community Strategy.
- **Safer Harrow** – The vast majority of the future plans identified under the Safer Harrow section of the Community Strategy have been progressed this year.

Action Plans

To facilitate the drafting of the refresh of the Community Strategy, Management Group Chairs in January 2005 were asked to produce an Action Plan outlining key actions for the 2005 refresh by 23 March 2005.

To date, some of the action plans have been forwarded to the Policy and Partnership Service. The Policy and Partnership Service anticipates that further intensive work will have to be done in partnership with Management Group Chairs in the two weeks following 23 March to ensure that the action plans give clear direction as to how the work of the partnership will progress over the next 3 years. The action plans will form the basis of discussion at the HSP Summit on 18 May 2005.

Bindu Arjoon
Manager, Policy & Partnership Service, Harrow Council

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Harrow Strategic Partnership Board

Wednesday 1 April 2005

Harrow Strategic Partnership Summit – 18 May 2005

Purpose of Report

This report informs the Harrow Strategic Partnership (HSP) Board of the proposed structure of the HSP Summit to be held 18 May 2005.

The HSP Board is requested to:

1. Note the report.
2. Agree that the morning of the HSP Summit should be run as usual as a combined HSP Board and Executive meeting and that the chairs of the HSP Management and Reference Groups should also be invited to this meeting.
3. Identify any changes to the proposed HSP summit invite list
4. Identify any changes to the structure of the HSP Summit.

Harrow Strategic Partnership Summit – 18 May 2005

Background

In May 2004 the HSP held its inaugural summit. The 2004 summit launched:

- The 2004 Community Strategy
- The Harrow Vitality Profiles
- The local compact for Harrow

It was agreed at the summit that another summit should occur in 2005 to look at how the partnership had progressed and what issues the partnership would look at in the future.

2005 Harrow Strategic Partnership Summit

Continuing with the same format that was used at the 2004 summit, it is proposed that the 2005 summit be split into a morning and afternoon session:

The morning session (10:30am – 12noon)

This session will run as a combined HSP Board and Executive meeting. It is proposed that Management and Reference Group chairs should also be invited to this meeting. An agenda for this meeting will need to be agreed with the chair of the HSP Board closer to the date, but would be likely to cover:

1. Welcome and Introductions
2. Apologies
3. Minutes of the previous HSP Board meeting and matters arising
4. Formal endorsement by HSP Board of the HSP Annual Report
5. Preparation for HSP 2005 Summit

Lunch (12noon – 1pm)

Includes all morning and afternoon attendees.

Displays will be shown including:

- Photos of the 2004 Community Strategy launch
- Photos of the local compact launch
- Photos of the Tsunami Disaster Multi Faith Memorial Service and Community Conference
- Photos of the Northwick Park Hospital re-development
- Lists of HSP Board and Executive membership
- List of Management and Reference group membership

The afternoon session (1pm – 4pm)

Proposed agenda for the afternoon session will include:

1. Welcome
2. Report back from the HSP Board and Executive on key successes and challenges for 2005-06
3. Overview of the HSP 12 proprieties
4. Additional priority areas identified by the Management and Reference groups through the action planning activity.
5. The preliminary results of the MORI survey that will help inform the HSP's priorities and planning
6. The role of the HSP in the negotiation and delivery a Local Area Agreement

It is proposed that a targeted audience be invited to the HSP summit, but should include:

- HSP Board and Executive
- HSP Management Groups
- HSP Reference Groups
- Voluntary and Community Sector Forum (Chair plus 2 reps)
- POP Panel (Chair plus 2 reps)
- Domestic Violence Forum (Chair plus 2 reps)
- HA21 Environmental Forum (Chair plus 2 reps)
- Town Centre Forum (ask HiB to assist in engaging business interest) (Chair plus 2 reps)
- Youth Council (Chair plus 2 reps)
- Homelessness Forum (Chair plus 2 reps)
- Federation of Tenants and Residents Associations in Harrow (Chair plus 2 reps)
- Children's Fund (Chair plus 2 reps)
- Women's Forum (Chair plus 2 reps)
- Harrow Council Cabinet Members and Leader and Partnership lead from each political party
- Chair of Governors' Forum
- Chairs of Primary/Secondary Head's Executive
- Representation from the PCT's PEC
- Borough Liaison Officers for Transport for London and Greater London Authority
- Age Concern (Chair and Chief Officer)
- HAVS (Chair and Chief Officer)
- HCRE (Chair and Chief Officer)
- HAD (Chair and Chief Officer)
- Harrow Refugee Forum (Chair and Chief Officer)
- HASVO (Chair and Chief Officer)
- Harrow Carers Centre (Chair and Chief Officer)
- MIND (Chair and Chief Officer)
- Link Up (Chair and Chief Officer)
- Crossroads (Chair and Chief Officer)
- YWCA (Chair and Chief Officer)
- Harrow Women's Centre (Chair and Chief Officer)
- London Development Agency
- Transport for London

- Representatives from the West London Local Strategic Partnerships
- Representative from the Government Office for London

The key outcome to be produced from the afternoon session of the summit is a clear action plan of what the HSP will be achieving over 2005-06.

Bindu Arjoon
Manager, Policy & Partnership Service, Harrow Council



Harrow Strategic Partnership Board

Wednesday 6 April 2005

Report on Tsunami Disaster Multi Faith Memorial Service and Community Conference on 22 February 2005

Purpose of Report

This report details the outcomes of the Harrow Multi Faith Memorial Service and Community Conference held on 22 February to support and complement the work being done by Harrow's communities in the aftermath of the south east Asia Tsunami.

The Harrow Strategic Partnership (HSP) Board is requested to:

1. Note the report
2. Identify opportunities for joint working between HSP members in local relief efforts, particularly those that relate to medium and long term support.
3. Note the actions being taken by the council, at Appendix 1

Report of Memorial Service and Community Conference on 22 February 2005

Memorial Service

Harrow Council hosted an interfaith memorial service in partnership with the Harrow Interfaith Council and the Harrow Council for Racial Equality to pay respects to those who lost their lives and those who were directly affected by the tsunami disaster which happened on 26 December 2004.

The event took place at the Zoroastrian Centre in Rayners Lane, with over 150 members of the community attending.

The evening was emotional, but positive, with the first half of the evening led by the Harrow Interfaith Council, who held a multi-faith memorial service, with 10 faiths being represented, all of whom offered words and prayers of peace and support.

Community Conference

Following this there was an opportunity for everyone attending to take part in group discussions aimed at focusing on the development and support of projects in south East Asia, including looking at the development of orphanages, rebuilding entire villages and the impact on older people.

Formulation of a steering group

Many of the community representatives were keen to form a steering group to provide medium to long-term support to affected areas. The first meeting of the steering group will be take place on Wednesday 23 March, 7.30 –9:00 p. m. at the Harrow Teachers' Centre.

For more information, contact the Policy and Partnership Service on 020 8424 1393.

Bindu Arjoon
Manager, Policy & Partnership Service, Harrow Council

Harrow Council Support

The following relief efforts have been undertaken by Harrow Council to support the ongoing tsunami disaster relief effort:

Support community grieving

- Honouring a three minutes silence in the Council Chamber in commemoration of the victims of the Indian Ocean tsunami.
- Honouring a one minute silence at events organised by the Council, involving the community, for example at the Black History Month meeting and the Community Consultative Forum.
- Honouring a one minute silence at full Council.

Providing direct support to those affected by the disaster and the wider community

- Elected members working directly with community groups to ascertain emerging needs and provide clear direction for officers.
- Supporting other boroughs by connecting their residents with community organisations to collect donated goods.
- Setting up a dedicated bank account for people in the borough who wished to contribute more locally towards the relief. The council has distributed the proceeds of this fund on a regular basis to those aid organisations involved in the relief effort.
- Using Council owned premises to allow community organisations to store donated goods.
- Providing office accommodation and use of council facilities to community groups to assist them to organise events.
- Helping families and individuals in the borough who are grieving or suffering anxiety, in Partnership with the Primary Care Trust and other agencies by offering counselling services to these people.
- Undertake fundraising initiatives amongst council departments.
- Facilitating payroll giving – all council employees were able to make a one-off donation through a deduction from their February salary to be used for either immediate relief or long-term projects.
- Holding an appeal concert organised by Arts for Schools (People First Directorate).
- Offering particular support to local groups with specific links.

Channelling the community to take action

- Acting as a signpost between community organisations and the public, which also enables the flow of information.
- Liaising with local providers on behalf of the community to received reductions in cost for fundraising events (for example though venue hire).
- Bringing together community groups to co-ordinate their donation and fundraising efforts.
- Encouraging and supporting staff volunteering. The council has compiled a list of employees who are willing to offer their time to help local, charities. This list was then communicated to local charities.

Providing information for the community

- Providing guidance and an information leaflet on adoption of children from the affected areas.
- Communicating and raising the profile of initiative and events being organised by the voluntary sector via the Internet and local press.

Harrow Council is also working with Westward Freight and the Yang Ming Marine Transport Corporation to organise the free shipment of goods donated to Harrow's community organisations to Sri Lanka.