

Harrow Town Centre Forum

AGENDA

DATE: Thursday 11 September 2014

TIME: 3.00 pm

VENUE: Management Suite, St Ann's Shopping Centre

MEMBERSHIP Quorum 6 (comprising of Councillors, Business, Community and Service Members)

Chairman: Darren Harman, Manager - St George's Shopping Centre

Councillors:

Keith Ferry Susan Hall
Ghazanfar Ali

Business Members:

Howard Bluston	– North West London Chamber of Commerce
Darren Harman	– St George's Shopping Centre
Pieter Strombeck	– St Ann's Shopping Centre
Esther Warren	– Marks and Spencer Plc
Gary Stevenson	– Debenhams Ltd
Kunjai Sutaria	– Boots the Chemist, St George's Shopping Centre

Community Members:

Pat Carvalho	– Harrow College
The Reverend Barry Hingston	– Churches Together in Harrow
Bernard Segal	– Roxborough Residents' Association

Service Members

Sergeant Marlise Davies	– Metropolitan Police
Inspector Tanya Sprunks	– Metropolitan Police
Anthony Wood	– Harrow Public Transport Users' Association

Contact: Maria Farrell, Democratic & Electoral Services Officer
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Note: If you require disabled access please contact the Democratic Services Officer listed above.

Harrow Town Centre Forum AGENDA

Management Suite, St Ann's Shopping Centre

Thursday 11 September 2014

A meeting of the Harrow Town Centre Forum will be held in Management Suite, St Ann's Shopping Centre at 3.00 pm on Thursday 11 September 2014. Light refreshments will be provided.

1. Apologies for Absence:

2. Declarations of Interest:

To receive declarations of disclosable pecuniary or non pecuniary interests, arising from business to be transacted at this meeting, from:

- (a) all Members of the Forum;
- (b) all other Members present in any part of the room or chamber.

3. Minutes of Meetings:

- (a) Minutes: (Pages 1 - 6)
To agree the minutes of the meeting held on 17 October 2013 as a correct record.
- (b) Notes of Informal Meeting: (Pages 7 - 12)
To note the record of the informal meeting of Harrow Town Centre Forum on 12 May 2014.

4. Matters Arising:

5. Police Update:

Oral report of the Metropolitan Police.

6. Harrow BID Update:

Oral report of the Harrow BID Team.

7. Where Does The Town Centre Forum Go Now?:

Report of the Head of Economic Development and Research. (Pages 13 - 16)

8. Other Updates:

- a) Marketing/Communications

9. Any Other Business:

Which the Chairman has decided is urgent and cannot otherwise be dealt with.

10. Date of Next Meeting:

To agree the next meeting date of the Forum.

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HARROW TOWN CENTRE FORUM

THURSDAY 17 OCTOBER 2013

PRESENT:

Councillor Sue Anderson
Councillor Bill Phillips

Harrow Council
Harrow Council

BUSINESS MEMBERS

Howard Bluston
Jeff Jackson
Gary Stevenson

North West London Chamber of
Commerce
St Ann's Shopping Centre
Debenhams Ltd

COMMUNITY MEMBERS

The Reverend Barry Hingston
Bernard Segal

Churches Together in Central Harrow
Roxborough Residents' Association

SERVICE MEMBERS

Sergeant Gail Reinhart
Inspector Aidan Whelan

Metropolitan Police
Metropolitan Police

OFFICERS

Andy Stubbs
Louise Baxter

Harrow Town Centre Manager
Harrow Town Centre Project Officer

ALSO PRESENT

Gary Reeves
Lobna Benllahssen

BID Consultant
Harrow Council – Communications

26. Appointment of Chair:

AGREED: That in the absence of the Chairman, Councillor Sue Anderson to chair the meeting.

27. Apologies for Absence:

Apologies were received from Darren Harman, Simon Williams, Anthony Wood and Mark Billington.

28. Minutes of Meetings:

AGREED: That the minutes of the meeting held on Thursday 18 July 2013 be taken as a correct record.

29. Matters Arising:

None.

30. Police Update:

A Member of the Forum reported that the dispersal zone, which would be in place until 16 March 2014, had been effective so far. Since the last meeting there had been forty-nine arrests, with theft from persons the most prevalent crime. Police resources had been improved and there were five additional officers, which would make a total of nine officers up until Christmas. There had been 204 Stop and Searches, 59 Sanctioned Detections, and 34 Crime Prevention Days since the last Forum. There would be an increased uniformed police presence in the Town Centre until Christmas, and an increased plain-clothes police presence after Christmas. An officer added that since the introduction of the new policing model, there had been a change to the professional standards in dealing with businesses affected by crime. If the business was the victim or the venue of the crime, then the business would be responsible for conducting the initial investigation and it would be responsible for providing the relevant CCTV evidence to the police.

A Member of the Forum asked whether this applied to voluntary organisations that had premises in the Town Centre, and whether civil action could be taken against businesses that did not co-operate. An officer confirmed it applied to voluntary organisations. The aim of this initiative was to get a more accurate record of crime in the area (to help distinguish between something stolen on a business premises and something that was lost or left behind).

A Member of the Forum commented that local crime statistics would be reported to the Police Commissioner and resources would be allocated accordingly. An officer added that the Police aimed to achieve a 20% reduction in crime despite a 20% reduction in resources. The officer stressed that the Police did not want to give a false impression about crime rates, and wanted to identify time periods when crime was more likely to take place, for example, when gangs visited the area.

Following questions from Members, a police officer advised that:

- CCTV was affordable for businesses and was widely available, and that businesses had been made aware of the new changes and that awareness would improve when further training in the use of CCTV was undertaken;
- during the Christmas period, the police will periodically deploy and staff a temporary information point (gazebo structure) around the Town

Centre offering information about crime prevention to members of the public. However, these will not be used to report crime;

- officers would patrol in the Town Centre from 10:00 – 20:00 around the Christmas Shopping period, and that officers would be trained in “street awareness” and particularly mobile phone thefts. The officer stated that it was likely that more crimes would be detected, therefore crime rates would appear to rise, but the rate of crimes being solved would also rise;
- the additional Police presence around the Town Centre at Christmas would be reported in the local press. The incident of violence that had taken place recently in Station Road had happened before the dispersal zone was put in place.

31. Business Improvement District (BID) development:

A report from the Harrow Town Centre Management Team, regarding the projects that the team were currently focusing on, and a brochure detailing the Business Improvement District (BID) Proposal were tabled. The BID Consultant to the Town Centre Management Team made the following points regarding the BID in Harrow Town Centre.

- over the last six months, three surveys had been carried out to gauge the attitude of businesses to the Town Centre, the quality of their experience and that of their visitors, and the appetite for a BID in Harrow;
- meetings would be set up with the 204 businesses in Harrow to engage and consult with them, and increase the understanding of what the BID would mean for their business;
- the ballot papers would be sent to the businesses on 14 November 2013, the votes would then need to be returned by the 12 December 2013 and the results would be announced on the 13 December 2013.
- the BID document explained the aims of the BID, that it would be business-led by members from different aspects of the business community in Harrow, and that it would generate £2 million in investment over a 5-year period.

Following questions from Members, a Member stated that:

- the refurbishment as shown in the brochure was an example of the kind of work that would result from the investment, to instil confidence in potential members and encourage them to invest;
- the BID would enable closer working, improve marketing and improve environmental standards but all businesses would be required to pay a proportionate amount to the rateable value of their premises;
- both St. Ann’s and St. George’s centres were undergoing renovation and updating of their tenant portfolios;

- although a decision to create a BID would be clearly beneficial to the businesses in Harrow Town Centre, the Town Centre Management Team would be lost along with the marketing and promotional activity if the vote was lost;
- businesses were in the process of making their decision, but overall a “Yes” result was expected on the ballot;
- The ballot will be conducted by Electoral Reform Services, and 51% of the votes cast (by number) would need to be in favour, along with a majority by rateable value, in order to proceed with the BID;

32. Outer London Fund Round 2 Projects:

A Member of the Forum advised that there would be twelve oak trees planted in an arc at Lowlands Recreation Ground. Planning permission had been granted for the building works to begin, and a contractor has been appointed.

Following questions from Members of the Forum, a Member advised that:

- the public could not walk among the trees at Lowlands Recreation Ground as it was still a building site that must remain closed to the public. However, there would be a press release during the week beginning 21 October 2013 regarding Harrow College’s successful bid for the space nearby to be used as a performance space;
- at the request of local businesses, the improvement works on St. Ann’s Road would be halted for the Christmas shopping period. There would be new trees planted in St Ann’s Road on 4 November 2013. The project board had rejected the proposal of having catenary lighting across the width of the high street, as the board members had expressed a number of concerns and some property owners had declined. There was also a cost issue, as the cost of the lights would be £400,000 which was double what was expected, for a saving of £100,000.
- The Valuation Office had confirmed that they would make a 5% reduction in business rates for businesses affected by the works;
- rising bollards would be introduced at Clarendon Road linked to CCTV to keep vehicles to a minimum in the most crowded public space in Harrow between St. George’s Centre and Havelock Place;
- the contractor would be ceasing the work on 15 November 2013;
- A Member advised that the name “St. Ann’s Road” is confusing as it describes an area that is entirely pedestrianised. In the short term the new “Legible London” signage should help to alleviate confusion experienced by pedestrians;
- For drivers trying to navigate the area, Variable Message Signs would be added around the town centre which would display the number of

available spaces in the car parks so drivers would be able to see this before entering the car park. These signs would be operated via a SIM card connected to a computer.

Upcoming events included a four-day food festival, which would include a number of culturally diverse food stalls. It would be located from outside St. George's to Katie's statue, with two rows of stalls back-to-back along St. Ann's Road.

The event to switch on the Christmas lights would feature appearances from Bob the Builder, Peppa Pig and some rapping Santas. The focus would be on children and families. There would be a marquee outside Debenhams, and a huge firework display lasting five minutes that would be widely visible.

A Member of the Forum reported it had been agreed that no more than four charity fundraisers would be permitted to operate, no more than three days per week. There had been one complaint from a member of the public regarding a Big Issue vendor outside Marks and Spencer followed by an email from the Operations Manager of Marks and Spencer.

A Member of the Forum reported that some Marks and Spencer customers had reported feeling pressured by the vendor's behaviour, and her non-adherence to the Big Issue Sellers' Code of Conduct. The Big Issue had investigated the vendor's behaviour and taken the pitch away from her.

A Member of the Forum reported that a meeting had taken place with Councillors regarding pigeons in the town centre. Signs had been produced to attach to street lamps and stickers would be distributed to shops to put in their windows urging members of the public not to feed the pigeons.

A local company had been commissioned to erect a large illuminated dove in the town centre to mark the start of the festive season and Diwali. The dove would remain there over the Christmas period.

33. Other Updates:

Marketing/Communications: A Member of the Forum reported that:

- the next issue of Harrow People would contain information about Harrow Means Business from Councillor Chana and Councillor Hall. The issue would also include promotion of the Diwali and Christmas party events;
- banners and flyers would also be produced for the forthcoming Harrow Food Festival and the turning on of the Christmas lights, and there would be a press release to promote a recently-opened "music gym" for young people that offered free instrumental lessons;
- there would also be a press release aimed at dog owners emphasising the importance of microchipping dogs. The next issue of Harrow People would also contain a double-page spread on the Business Improvement District, and new and up-and-coming businesses would be reported on.

Following questions from Members, a Member advised that:

- rather than a section devoted to business in the Harrow People, there would be a business newsletter sent to local businesses and hopefully promoted on Harrow Council's website;
- the music gym would offer young people music lessons, as well as access to studio equipment and advice, and would offer free instrumental lessons as an introductory offer.

34. Any Other Business:

RESOLVED: That there was no other business to be discussed.

35. Date of Next Meeting:

RESOLVED: That the date of the next meeting was to be decided pending the availability of the chair.

The Meeting having started at 4.05 pm, finished at 5.40 pm.

**HARROW TOWN CENTRE FORUM (MOVED FROM 27 MARCH)
NOTES
MONDAY 12 MAY 2014**

PRESENT:

Councillor Sue Anderson
Councillor Bill Phillips

Harrow Council
Harrow Council

BUSINESS MEMBERS

Howard Bluston

North West London Chamber of
Commerce

Pieter Strombeck

St Ann's Shopping Centre

COMMUNITY MEMBERS

(None present)

SERVICE MEMBERS

Sergeant Marlise Davies
Inspector Tanya Sprunks
Anthony Wood

Metropolitan Police
Metropolitan Police
Harrow Public Transport Users

OFFICERS

Sarah Hall

Harrow Council Communications Team

ALSO PRESENT

Andy Stubbs
Louise Baxter
Shaun Wall

Harrow BID
Harrow BID
Operations Manager, St Ann's
Shopping Centre

36. Apologies for Absence:

Apologies were received from Pat Carvalho, Darren Harman, Barry Hingston, Bernard Segal, Gary Stevenson, Kunjal Sutaria, Esther Warren and Councillor Simon Williams.

37. Declarations of Interest:

AGREED: To note that no interests were declared.

38. Minutes of Meetings:

AGREED: That the minutes of the meeting of 17 October 2013 be deferred to the next quorate meeting of Harrow Town Centre Forum.

39. Matters Arising:

AGREED: To note that there were no matters arising.

40. Police Update:

A Police Officer provided a verbal report. The following comments were made:

- 8 officers were assigned to the Town Centre area;
- At a local Anti-Social Behaviour meeting, matters were raised pertinent to the Town Centre, such as anti-social behaviour in St Ann's Centre;
- The new team for the Town Centre were to participate in a big event at Harrow Vue, with the Borough Commander and service providers;
- Police Officers had been trained in social media, including Twitter, and were willing and ready to embrace this method to engage with the public.

After taking questions from Members, a Police Officer commented:

- Theft person was the most reported crime in Harrow. Steps that were being taken by the police to tackle this included increased uniformed Officer visibility, and the presence of plain-clothes officers with radio contact;
- The Greenhill and Town Centre teams would be working very closely;
- The Town Centre team would comprise two Designated Ward Officers: a Police Constable and a Police Community Support Officer, who would not usually be abstracted out to other areas;
- The uniformed police presence in Harrow Bus Station could be part of the Safer Transport Command or the British Transport Police;
- Although currently Harrow had fewer rough sleepers than in the past, particular attention would be paid to the area near the junction of Sheepcote Road, Station Road and Greenhill Way;
- Dispersal zones had been proving an effective tool to deal with anti-social behaviour, and did not have to keep being re-issued, unlike Anti-Social Behaviour Orders;

A Member of the Forum also commented that Harrow Safer Neighbourhoods Board were currently looking for members, and that they had mentioned to the

Borough Commander that it may be beneficial to have a presence from Harrow Town Centre Forum on the Board.

AGREED: That the report be noted.

41. Outer London Fund Round 2 Projects Update:

A Member of the Forum reported that:

- Most of the Outer London Fund Round 2 Projects had been completed;
- The funding for Lowlands Recreation Ground had been carried forward into the 2014-15 financial year, and the project should be completed in 2015;
- The temporary lamps on St Ann's Road would be replaced with new lamp columns;
- Variable Message Signs for the town centre car parks should be installed at the end of May 2014;
- Legible London Signs had been installed in the Town Centre;
- The results for the BID vote had been announced on 13 December 2013, and the BID had secured the majority 'yes' vote required;
- Members of the former Town Centre Management Team had been appointed as staff, and Debenhams were providing office space;
- Both the BID and Harrow Council were keen to agree to a Service Level Agreement for activities in the Town Centre.

After taking questions from other Members of the Forum, a Member commented:

- That currently, no license was required to busk in Harrow, but a Member of the Forum was willing to propose a Street Entertainment Licensing Scheme to Harrow Council;
- It may not be necessary to introduce byelaws against spitting and littering, as these were covered by the Clean Neighbourhoods and Environment Act 2005;
- There were restrictions concerning playing amplified music on St Ann's Road as it is a residential road, and designated areas where amplified music was allowed to be played at certain times may be beneficial.

AGREED: That the report be noted.

42. Harrow Business Improvement District (BID) Update:

A Member of the Forum gave a verbal report regarding the Business Improvement District (BID) in Harrow, which included the following:

- The BID had been put to a vote and had passed, and a plan had been laid out in line with the BID proposal;
- Approximately £350,000 should be realised as an annual levy from over 200 businesses;
- This increase in revenue for the Town Centre would be used for marketing, events and other activities;
- This marked the beginning of a programme that would last five years.
- The BID board is expected to comprise 10-12 people, a number of which have been recruited from the Development Group working alongside the BID Staff Team. The final membership numbers of the Board were as yet undecided.

A Member of the Forum also commented that:

- It was of the utmost importance to include a Police Member on the BID Board.

AGREED: That the report be noted.

43. Where does the Town Centre Forum go now?:

Members of the Forum discussed the role of Harrow Town Centre Forum. The following comments were made:

- Although the Business Improvement District was important for Harrow, the role of the Town Centre Forum extended far beyond the BID;
- It would be a good idea to include a few residents and shoppers in the Forum to get feedback from people who use the Town Centre, and to give them an opportunity to put questions to representatives from the Council, businesses and the Police;
- The Marketing and Events team of the Business Improvement District would benefit from engaging more with Town Centre customers and finding out why people come, or don't come, to the Town Centre;
- People are interested in what is going on in their local area and Harrow has a lot to offer;
- It would be beneficial to continue the Forum and give it a wider scope, and to include representatives from Harrow Council's Communications Team and the Business Improvement District;
- Harrow Town Centre Forum could arrange their meetings so that they fall between meetings of the BID Board.

AGREED (to recommend): That these points be considered by Members for further discussion at the next quorate meeting.

44. Other Updates:

An Officer from Harrow Council Communications Team presented a verbal report, which included the following:

- The Christmas Party and Food Festival events had been successful;
- Free Wi-Fi hotspots had been launched in Harrow;
- The Town Centre was a good place to engage with residents, and spread awareness of borough-wide initiatives such as Weeks of Action and sporting events.

Members of the Forum offered the following comments:

- Local businesses could be reluctant to display posters about pickpocketing and dipping as this could lead to their customers feeling unsafe;

After taking a question from a Member of the Forum, an Officer also commented that the first time an individual uses a free Wi-Fi hotspot, they will be required to register their details.

AGREED: That the report be noted.

45. Any Other Business:

AGREED: That there was no other business to be discussed.

46. Date of Next Meeting:

Members commented that:

- a start time of 15:00 was preferable to the current start time of 16:00;
- 11 and 16 of September 2014 were offered by Members of the Forum for possible dates of the next meeting, subject to the chair's agreement.

The Meeting having started at 4.05 pm, finished at 5.30 pm.

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Where Does the Town Centre Forum Go Now?

The Harrow Town Centre Forum was originally established to coordinate the work of the Harrow Town Centre Manager and agree the Budget. That budget was a mixture of Council funding and private sector contributions. Membership included private sector organisations that made a financial contribution to the town centre partnership including Marks and Spencer, Boots, Debenhams, Harrow Council as well as other town centre stakeholders. With the deletion of the town centre manager post in 2007, financial contributions ended, the role of the Forum changed and the constitution was revised to reflect this. The Forum continued to make decisions on how the remainder of the budget was spent. The Forum agreed that the remainder of its budget would be used to support the development of the BID. That budget was spent for this purpose during 2012/13 and 2013/14.

In 2011/12 Harrow Council secured Round 1 Outer London Funding (OLF) to employ a town centre management team and deliver a series of projects to increase footfall and spend in the Town Centre. In 2012/13 Round 2 OLF money was secured, to fund town centre management, deliver events, develop a Business Improvement District and complete public realm improvements in the town centre and Lowlands Recreation Ground. The Town Centre Forum were consulted on and helped develop the applications for OLF funds, and its budget was used to match fund the work to develop a BID. Harrow Council was responsible for the delivery of the OLF programme, and the Town Centre Forum informed the delivery of that programme, a separate business led BID Development Group was established to secure the development of the Harrow BID company.

In December 2013, businesses voted Yes to establish a BID, which was established in April 2014. The OLF funding for town centre management ended in March 2014, and this function was effectively taken on by the BID.

The creation of the BID provides members of the Harrow Town Centre Forum an opportunity to determine the future of the Forum, and whether it has a role and what that role should be. The following table outlines the membership, remit, budget and accountability of the Town Centre Forum and of the BID, it has been drafted to help identify duplication or gaps, and to aid TCF members identify whether the forum has a future role and what that role could be.

Criteria	BID	Town Centre Forum
Membership	<p><u>Members</u> – businesses in the BID area.</p> <p><u>Board of Directors</u>, includes Businesses and members delivering a service in the the Town Centre. McDonalds, Brighthouse, Marks and Spencers, Brian Cox Estate Agents, The Chocolate Room, Debenhams, St Georges, St Ann's, Chelsea Building Society, BHS, Skipton Building Society (Business), Police, Harrow Council (nominated officer), Harrow Council (nominated Councillors)</p>	<p><u>Business Members</u> – max of 10 in the town centre.</p> <p>Current members (North West London Chamber of Commerce, St Ann's Centre, St Georges Centre, & Debenhams)</p> <p><u>Service Members</u>, any organisation that provides a service to the Town Centre, (a maximum of 3 service members – Current members - Metropolitan Police.</p> <p><u>Community Member</u> - any organisation or Association which is not a business but which is located within the Harrow Metropolitan Town Centre, (a maximum of 4 community members). Current members, Roxborough Residents Association, Churches Together in Harrow, Harrow Public Transport Users, Harrow College</p> <p><u>Council Officers</u> from Economic Development, Democratic Services and Communications.</p> <p><u>Councillors</u> - duly appointed councillors.</p>

Criteria	BID	Town Centre Forum
Remit	<p>The BID's Action Plan for 2014-19 includes:</p> <ul style="list-style-type: none"> a. Town Centre Management – Business Leadership, ensuring a quality trading environment is maintained, helping to sustain development & progress, promoting and managing change, responding to market changes. b. Promotion – Defining a Clear Brand, Increasing Shopper Numbers, Events, Seasonal Lighting. c. Improving the Pedestrian experience, improved streetscape, enhanced enforcement, reducing business crime. <p>The BID's sub groups include Environment and Operations, Promotion and Marketing of the Town Centre, Business against Crime Partnership.</p>	<p><u>Non-Voting Advisers</u> - any person or organisation which is appointed by the Forum from time to time to advise on particular matters.</p> <p>To co-ordinate and be representative of all stakeholders in the area of Harrow Metropolitan Town Centre (as those terms are defined from time to time in the current Harrow Development Plan) in the management, coordination of services and promotion and marketing of the Town Centre. The Forum may also make such representations and recommendations as it thinks fit with regard to Town Centre issues to the appropriate organisations.</p>
Budget	A levy on the business rates. Up to £1.86m over 5 years	£0

Criteria	BID	Town Centre Forum
Accountability	<p>A ballot of 200 eligible business levy rate payers in the BID area.</p> <p>The Board of Directors is nominated and or elected from/by businesses which form the constituents of the district (BID area).</p> <p>Chair Gary Stevenson, Debenhams.</p> <p>Directors Darren Harman St Georges Shopping Centre, Piotr Strombeck St Ann's Shopping Centre, Ishmeet Chada Chelsea Building Society, Kurt Jansen McDonalds, Jay Patel The Chocolate Room, Daniel Southgate Brian Cox Estate Agents.</p> <p>Other members nominated from Harrow Council (officer and Portfolio Holder), and Metropolitan Police.</p> <p>The Police and Council both serve on the Business Against Crime Partnership sub group, and the Council works with the Environment and Operations sub group.</p>	<p>Meetings are convened by Harrow Council officers in Democratic Services.</p> <p>The Town Centre Forum is chaired by Darren Harman St Georges Shopping Centre.</p> <p>The chairperson, vice-chairperson, and a maximum of 3 other Members are elected as an Executive to serve for a calendar year.</p> <p>The last AGM was held in January 2013. The 2014 AGM was not quorate, and the last Town Centre Forum held in May 2014, was also not quorate.</p> <p>At the January 2013 AGM the following were elected, chairperson (Darren Harman St Georges Shopping Centre), vice-chairpersons (Cllr Sue Anderson, and Cllr Simon Williams), and a maximum of 3 other Members (Gary Stevenson Debenhams, Anthony Wood Harrow Transport Users Group, and Mark Billington Harrow Council) were elected as the Executive.</p> <p>Please note following the Local Elections, Simon Williams is no longer a ward councillor, & therefore not on the executive as councillor.</p>