

# Draft Climate & Nature Strategy

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Summary Business Engagement Report



LONDON BOROUGH OF  
**HARROW**

1. Executive Summary
2. Summary of Key Findings:
  - a. Clean Energy Used Efficiently
  - b. Green Mobility
  - c. A Waste Free Economy
  - d. Healthy Places for us and Nature

APPENDIX 1: Survey Results

The London Borough of Harrow worked with sustainability experts Square Gain and engaged with over fifty businesses from across the borough. Most of these businesses were micro-SMEs with fewer than ten employees, which is representative of the majority of businesses operating in Harrow.

The process involved engagement through a series of meetings and workshops and meetings, using both remote technology such as Microsoft Teams, and in-person meetings, and also via a business specific survey hosted on the MyHarrow Talk engagement website. The survey was promoted to local businesses via existing channels such as the Economic Development Team's business newsletter. A summary version of the survey was also completed by attendees and exhibitors at the Harrow Means Business networking event in September.

## Key findings:

- Harrow's SME businesses are busy and find it hard to engage with the Council.
- Local businesses are very concerned about some thematic areas of the Climate and Nature Strategy, and are not as concerned about others. The area of greatest concern is Waste. This is in contrast to experience with other larger businesses outside of Harrow, who tend to focus more on Energy, mainly due to the significant cost and carbon. The Theme of least concern was Healthy Places, although there is commonality between that the Waste theme.
- Climate risks had not been considered by most Harrow businesses, with most businesses focused on short-term issues rather than perceived longer-term issues and risks such as climate change.
- Harrow businesses don't tend to associate their operations with Healthy Places for us and Nature directly. This could be due to a lack of space on their premises and a lack of awareness of the impacts of their supply chain on the natural world, or their reliance on nature to provide business-critical resources.

## Suggested recommendations for future business engagement:

- Integration of climate and sustainability actions within the business support programme, particularly linked to risk management (direct and supply-chain), and branding.
- Climate change can be seen as a long-term problem. SMEs have a far shorter time-horizon than large corporates, and messages need to fit with this short-term planning, to prioritise action in the near term.
- Significant interest from businesses to engage with their supply chain and on the support that could be provided in this area.
- Green High Street awards, to encourage smaller businesses to engage and receive recognition. It would be particularly useful if a 'green star' system could be displayed in premises' windows to inform customers, and it would be beneficial to collaborate with neighbouring West London boroughs, also working with West London Business, to make such a scheme feasible.
- Local businesses would also like more regular updates, and information from the Council, including signposting on green services and support, and on stories of green business successes in the borough.

## **Key feedback:**

- Energy is invisible and only seen when utility bills arrive.
- Energy costs are a significant concern to local businesses, but most have not undertaken any significant energy efficiency measures beyond LED lighting.
- Most companies are unsure exactly how to save energy.

## **Recommended actions:**

- Advice and support specific to individual businesses, helping them to visualize energy use, energy wastage, costs and simple, pragmatic and opportunities to improve that are specific to their business. This could be done as a simple energy audit and must be done in-person to add the most value to local businesses.
- A local case study on energy controls (PIRs, Photocell, timer-switches, temperature controls etc.) would be useful to demonstrate the significant cost savings that can be achieved.
- A local case study on PV would be useful to demonstrate a simple action and the cost-benefit of installing PV.

## Key feedback:

- Local buses are overcrowded during peak times
- Roads are congested and cycle lanes are poor and not connected
- The embodied carbon and circular economy impact of electric cars and vans, compared to traditional vehicles is not well known. Which is better – useful to bust the myths.

## Recommended actions:

- Establish/ support and expand existing bike repair facilities.
- Facilitate micro-EV charging locations throughout the borough for e-bikes, e-cargo-bikes and e-scooters. This could be by the Council facilitating the introduction of e-cargo bike delivery services across the borough.
- Ensure there are adequate and secure cycle storage facilities across the borough.
- Active transport by increasing the number of bike lanes in the borough, in some parts there are wide pavements that would be suitable for converting to cycle lanes, and ensure connectivity between cycle lanes across the borough, and with neighbouring boroughs.
- Highlight EV charging plans across the borough (linking to the EV Strategy being developed).
- Case study on EV including total cost of ownership, carbon and wider sustainability credentials.
- Case study on last mile logistics, including e-cargo bikes. LB Harrow to consider how to facilitate / encourage an e-cargo bike pilot.
- Improve bus services in partnership with TfL.

# Summary - Waste Free Economy



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## **Key feedback:**

- Business recycling services via the Council is reported by local businesses to be more expensive than using some private companies, and greater value for money needs to be demonstrated.
- There is a perception amongst businesses that booking restrictions at local waste recycling centres have contributed to increased fly-tipping and litter being dumped on streets and on business premises, which makes the high street less attractive and impacts on business.

## **Recommended actions:**

- Through the business support programme, help companies to understand what they waste, and why (simple waste audit). Any waste is wasted money.
- LB Harrow to review their own commercial waste service, both in terms of the level of service offered to businesses, the amount of recycling, and the cost. Must ensure competitive and has good green credentials.
- Education, including about the Council's free bulky waste service and TRAIID textiles collection service – to ensure local residents are aware, so that they do not fly-tip waste on local high streets or business premises.
- Greater collaboration between businesses and the Council on reusing materials and circular economy, including demonstration of how some waste types could be repurposed and be integrated into the circular economy.
- Promote development of repair skills in Harrow, to encourage repair rather than disposal. This could facilitate cost effective repairs across the borough including bikes, and bulky items such as fridges where only small components may need replacing to prolong the items' life.
- Circular Economy support for the high street, potentially in partnership with ReLondon.

## Key feedback:

- Currently appears to be a disconnect from the understanding that all businesses are eventually reliant on a healthy ecosystem.
- Local businesses do not currently consider a healthy natural environment as being linked directly to their business resilience or success, but do link unsightly waste in public spaces as being negative for business.
- Most small companies in the borough would benefit from greater understanding of their supply chain, their ultimate reliance on nature, and then the climate risks that are posed in locations where their suppliers of goods and services are based.

## Recommended actions:

- 'Greener' high streets could be more attractive and more resilient to issues such as overheating and flash-flooding
- Case study on a local restaurant business, and its food supply chain:
  - where does the food come from
  - what are the risks (floods, droughts, transportation etc) and
  - what the restaurant is doing to minimize the risks, and costs for customers.
- Support for local companies wishing to engage with their supply chain, which could link the existing Low Carbon Procurement Charter to cascade benefits of supply chain risk management throughout the borough.

# Appendix 1

## Climate and Nature Strategy Survey

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### Business Responses



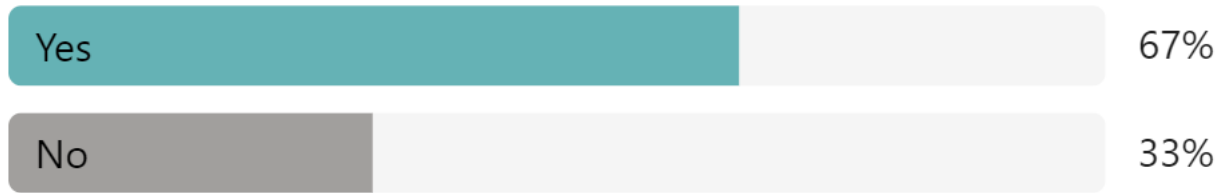
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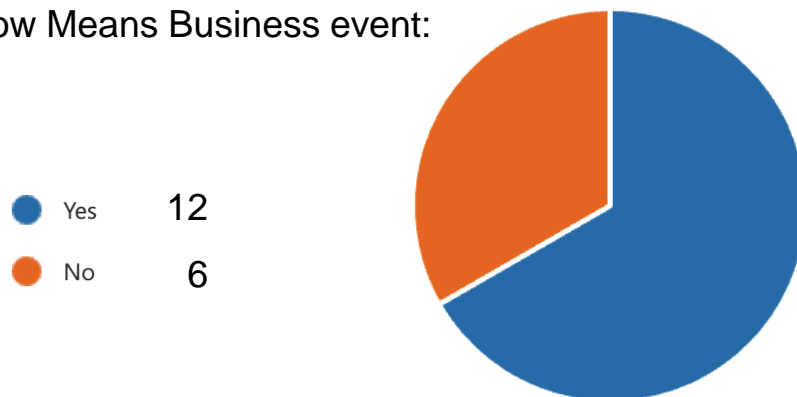
# Location of Businesses



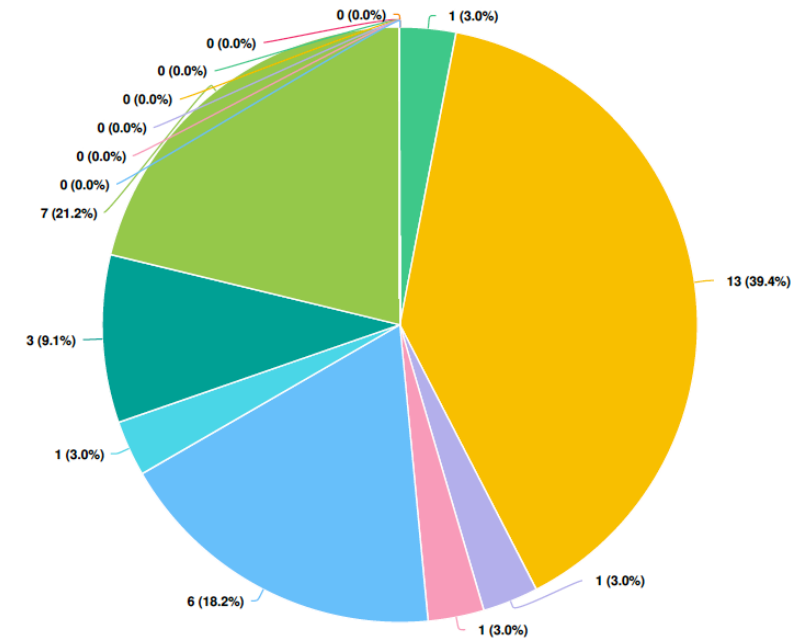
Is your business based in the London Borough of Harrow?



Harrow Means Business event:



Q6 Industry sector



**Question options**

- Construction
- Wholesale and retail trade
- Information and communication
- Human health and social work activities
- Accommodation and food service activities
- Transportation and storage
- Education
- Other (please specify)
- Professional scientific and technical activities
- Manufacturing
- Repair of motor vehicles and motorcycles
- Administrative and support service activities
- Real estate activities
- Financial and insurance activities
- Arts, entertainment and recreation

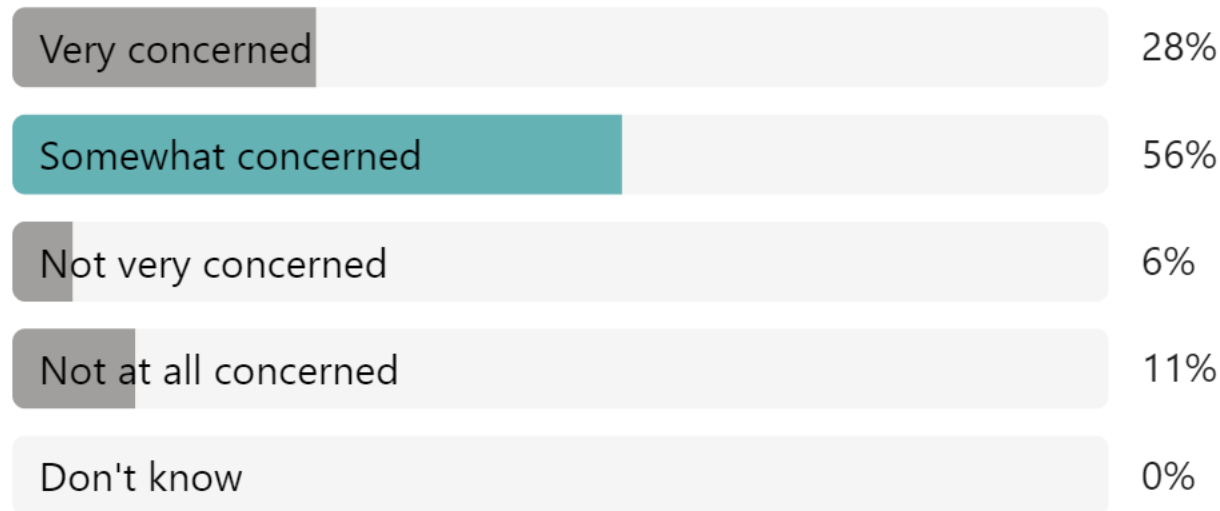
Optional question (33 response(s), 1 skipped)  
Question type: Dropdown Question

# Concern about Climate Impacts

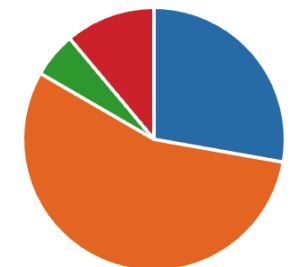
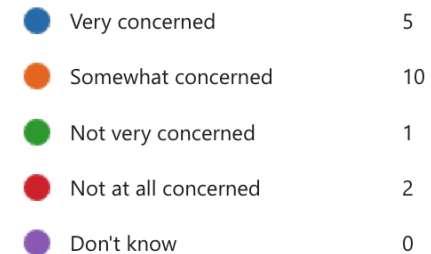


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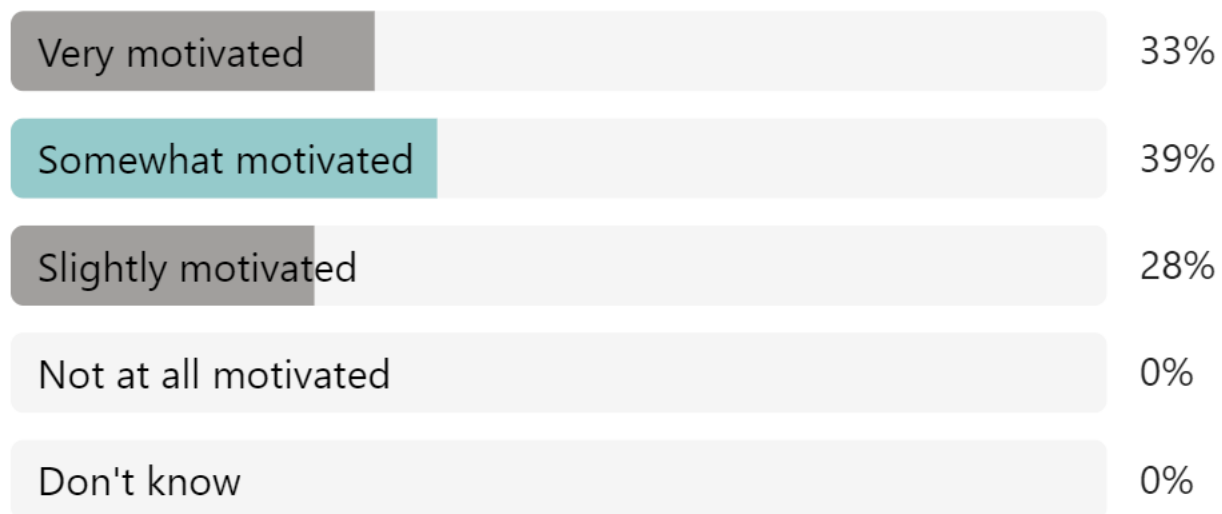
How concerned are you about the impact of climate change on your business?



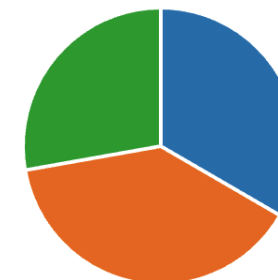
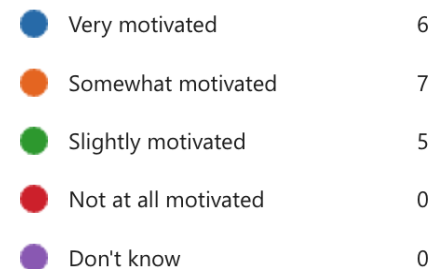
Harrow Means Business event survey:



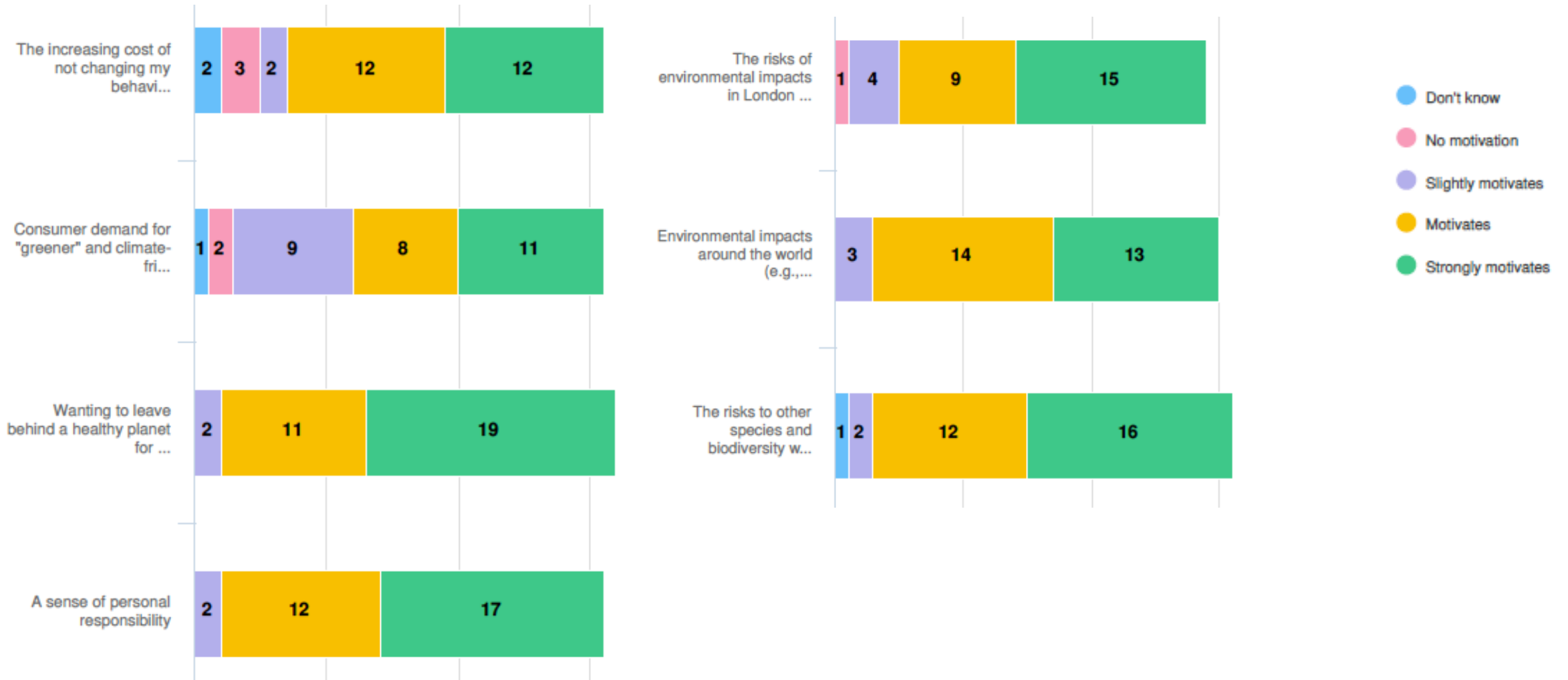
How motivated is your business to help prevent climate change?



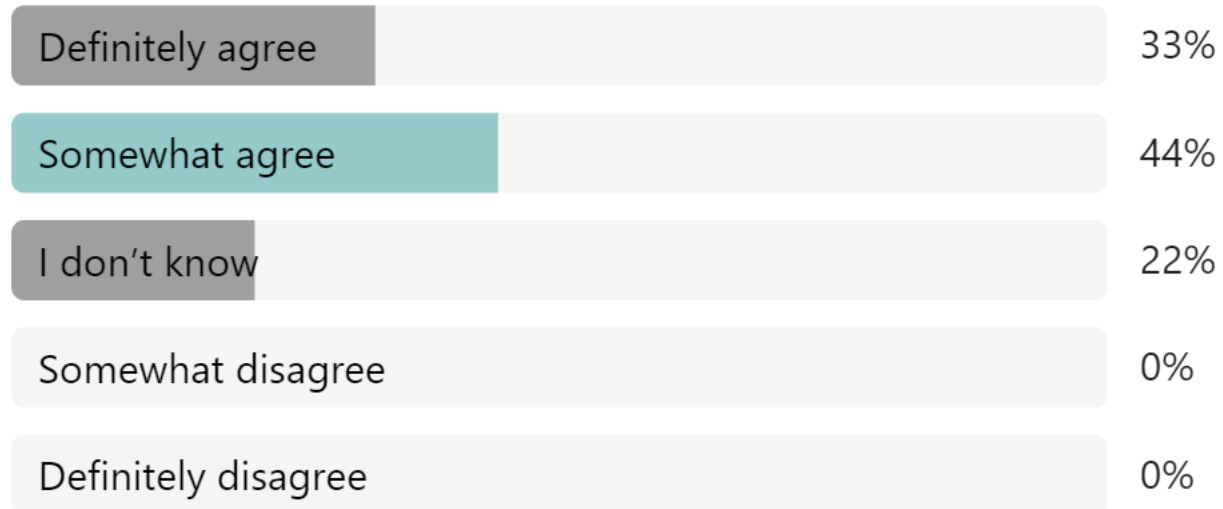
Harrow Means Business event survey:



# What motivates your business most to help prevent climate change at work?



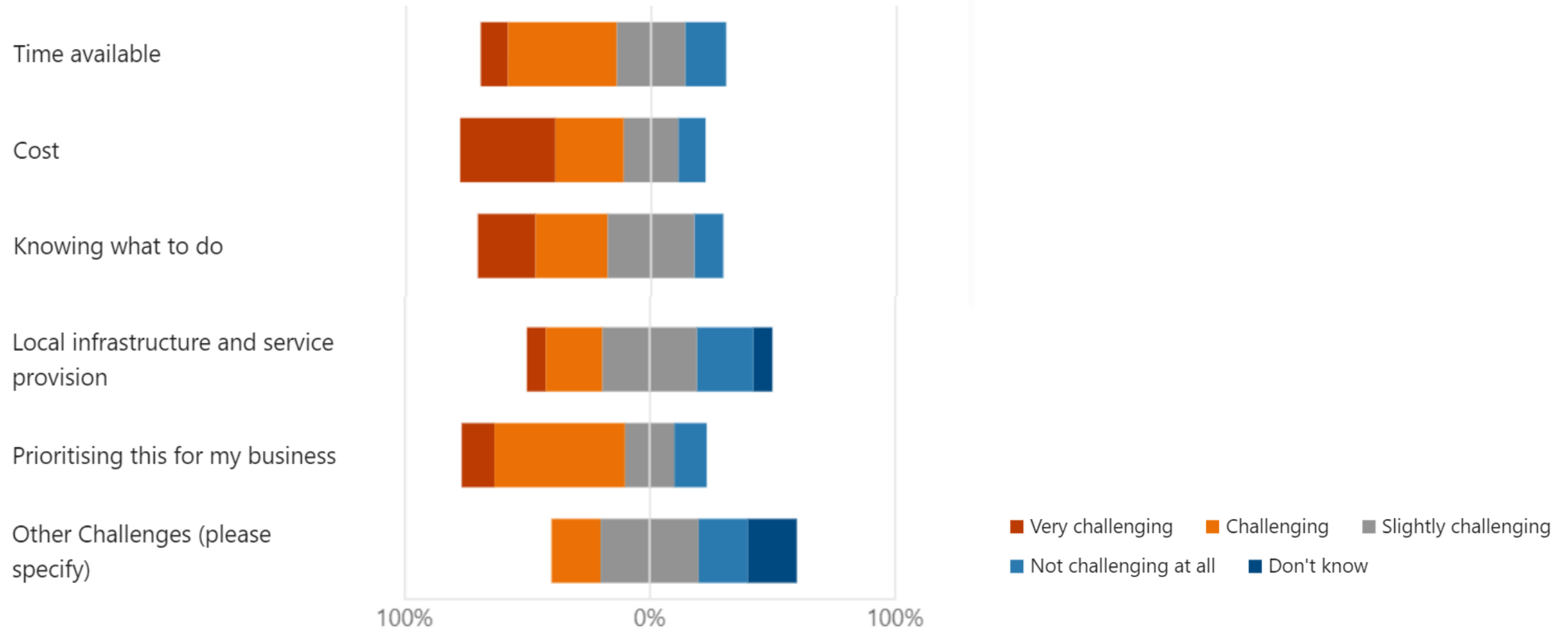
I know what actions that my business can take to reduce my impact on the environment



# Clean Energy Used Efficiently - challenges



What challenges do you find when trying to achieve Clean Energy Used Efficiently?



# Clean Energy Used Efficiently - encourage



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## My business encourages:

Measured current performance

Set improvement targets

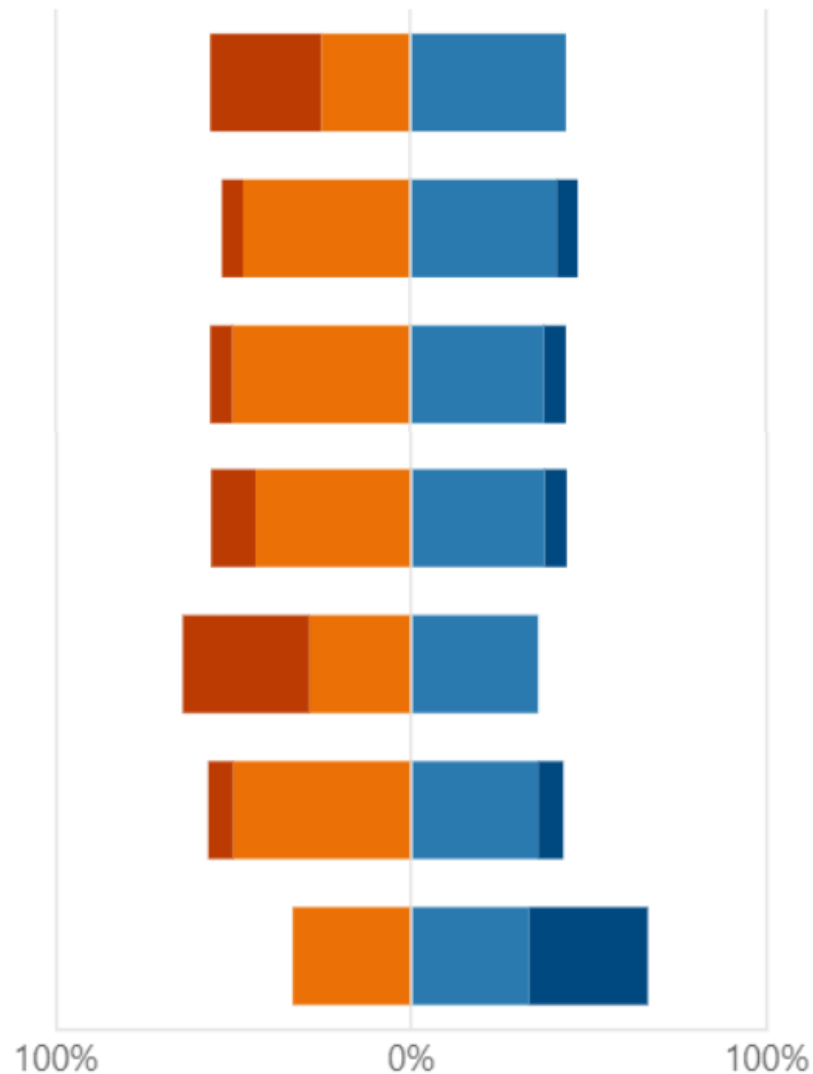
Develop an action plan to improve performance

Implement improvement measures

Communicate with customers

Communicate with supply-chain and others

Other action (please specify)



■ Have done   
 ■ Plan to do   
 ■ Need support   
 ■ No plans to

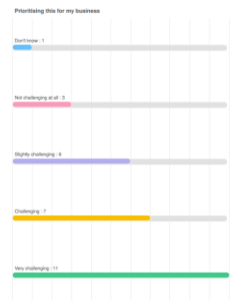
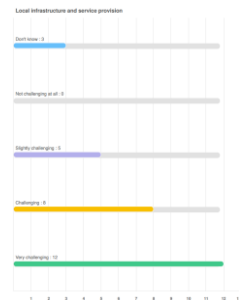
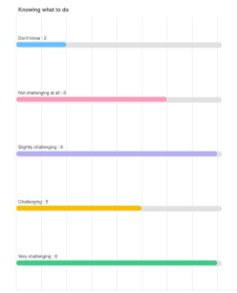
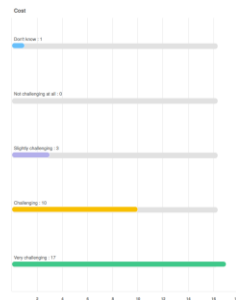
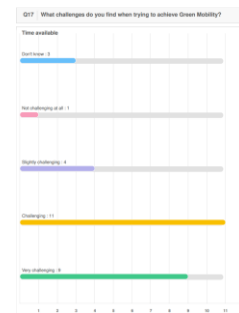
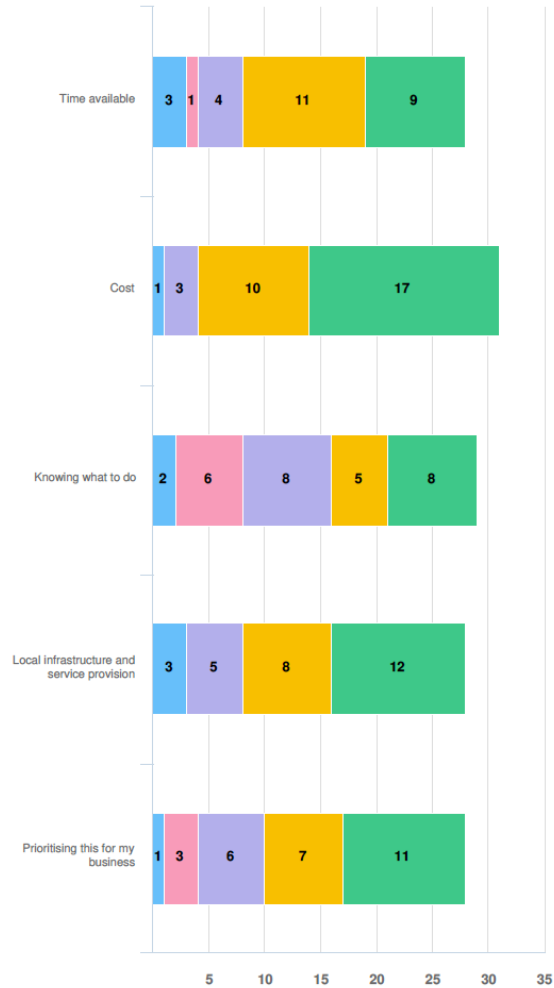
# Green Mobility - challenges



## Q17 What challenges do you find when trying to achieve Green Mobility?

### Question options

- Don't know
- Not challenging at all
- Slightly challenging
- Challenging
- Very challenging



**Q18 Other challenges (please specify)**

Anonymous 03/03/2020 10:30 AM  
Commenting others that is important and achievable.

Anonymous 03/03/2020 09:30 AM  
Poor EV charging facilities in Harrow!

**Optional question (2 responses), 02 skipped**  
Question type: Single Line Question

Optional question (32 response(s), 2 skipped)  
Question type: Likert Question

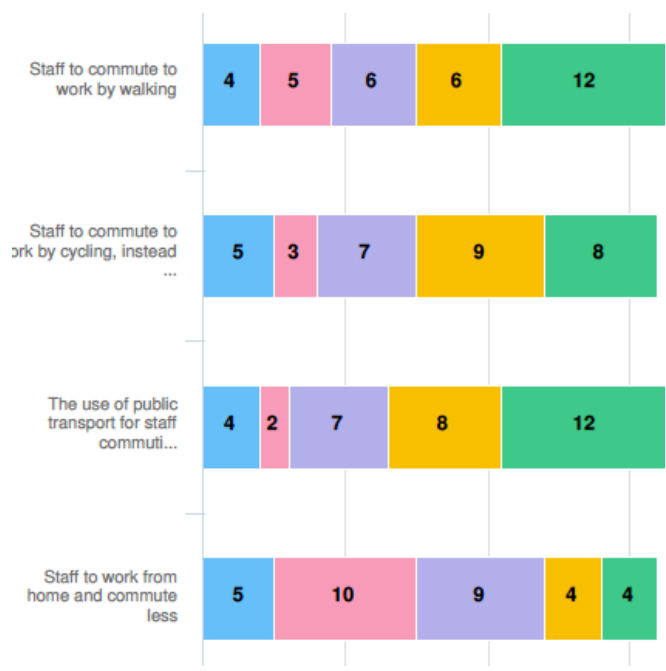


# Green Mobility - encourage

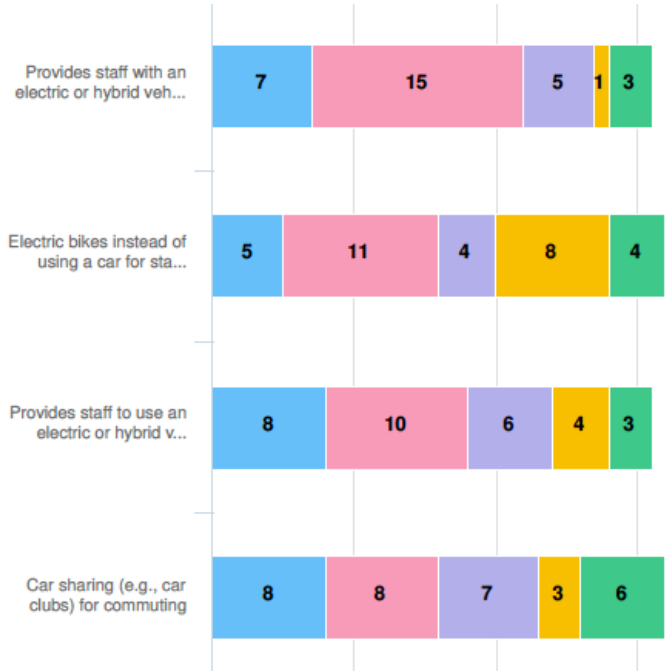


## My business encourages:

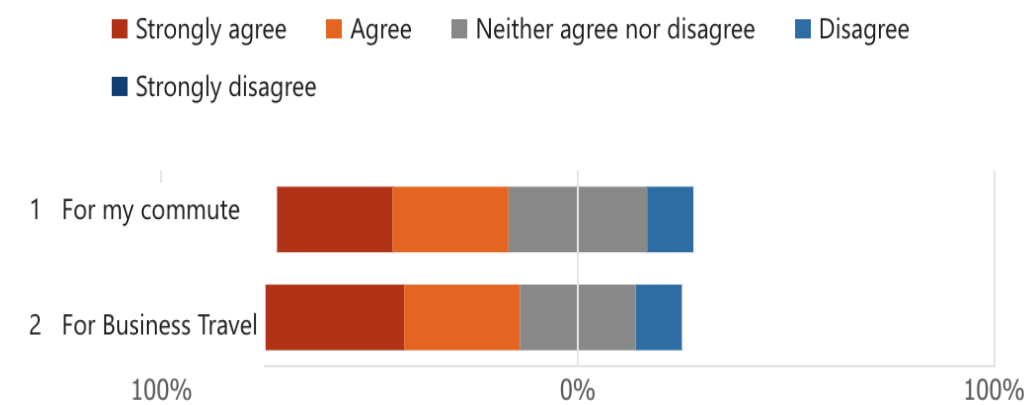
### Main survey



- Don't know
- Do not agree
- Slightly agree
- Agree
- Strongly agree



### Harrow Means Business event survey



# Waste Free Economy - Challenges

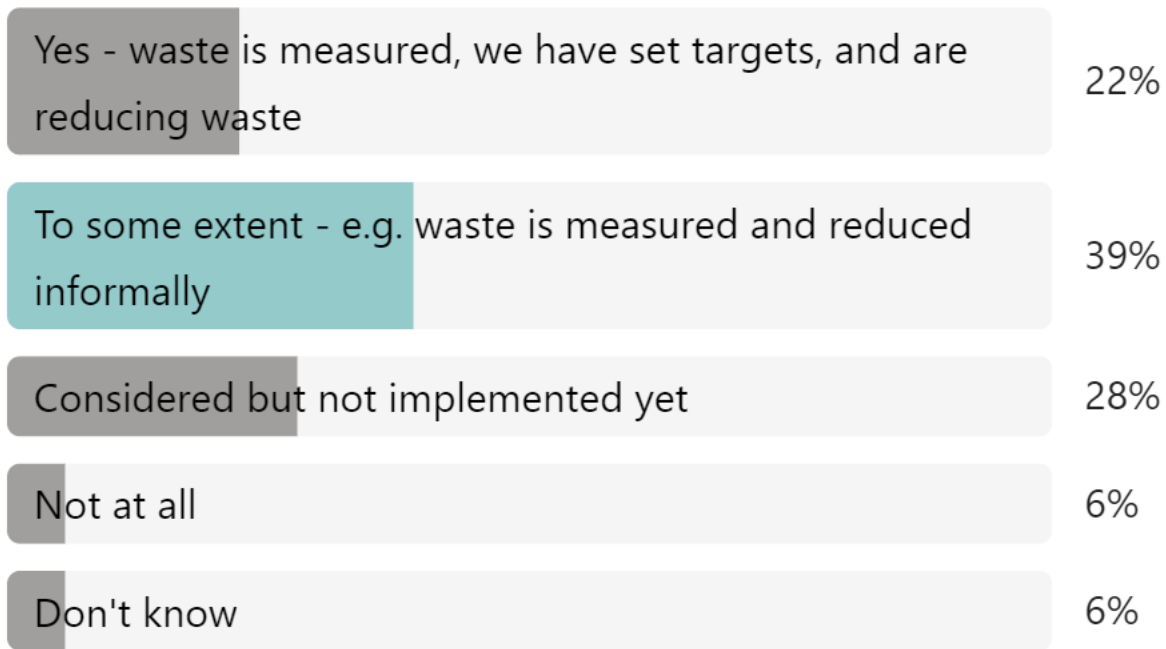


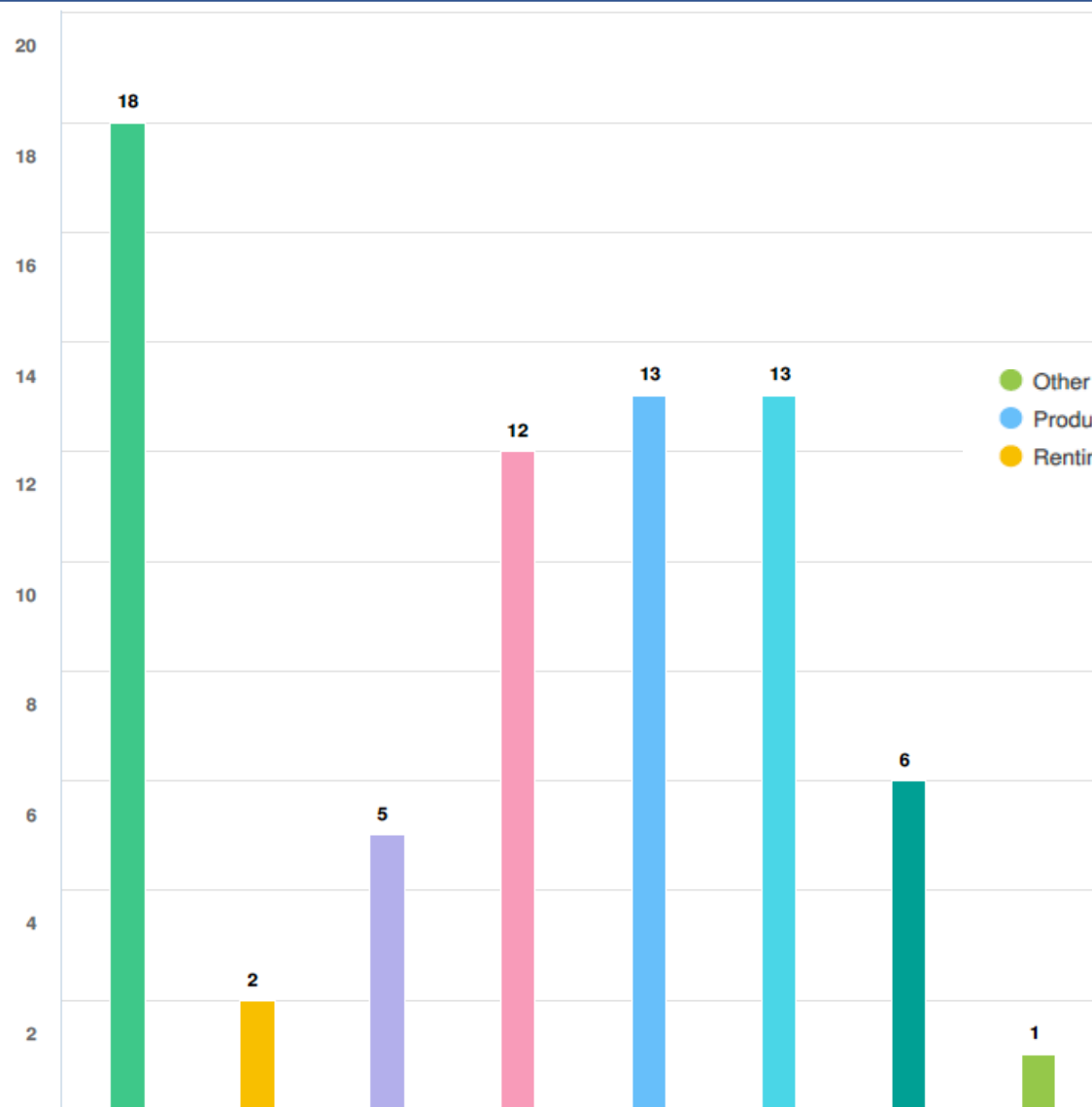
# Waste Free Economy - encourage



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Have you considered the waste that your business produces and how this could be reduced?

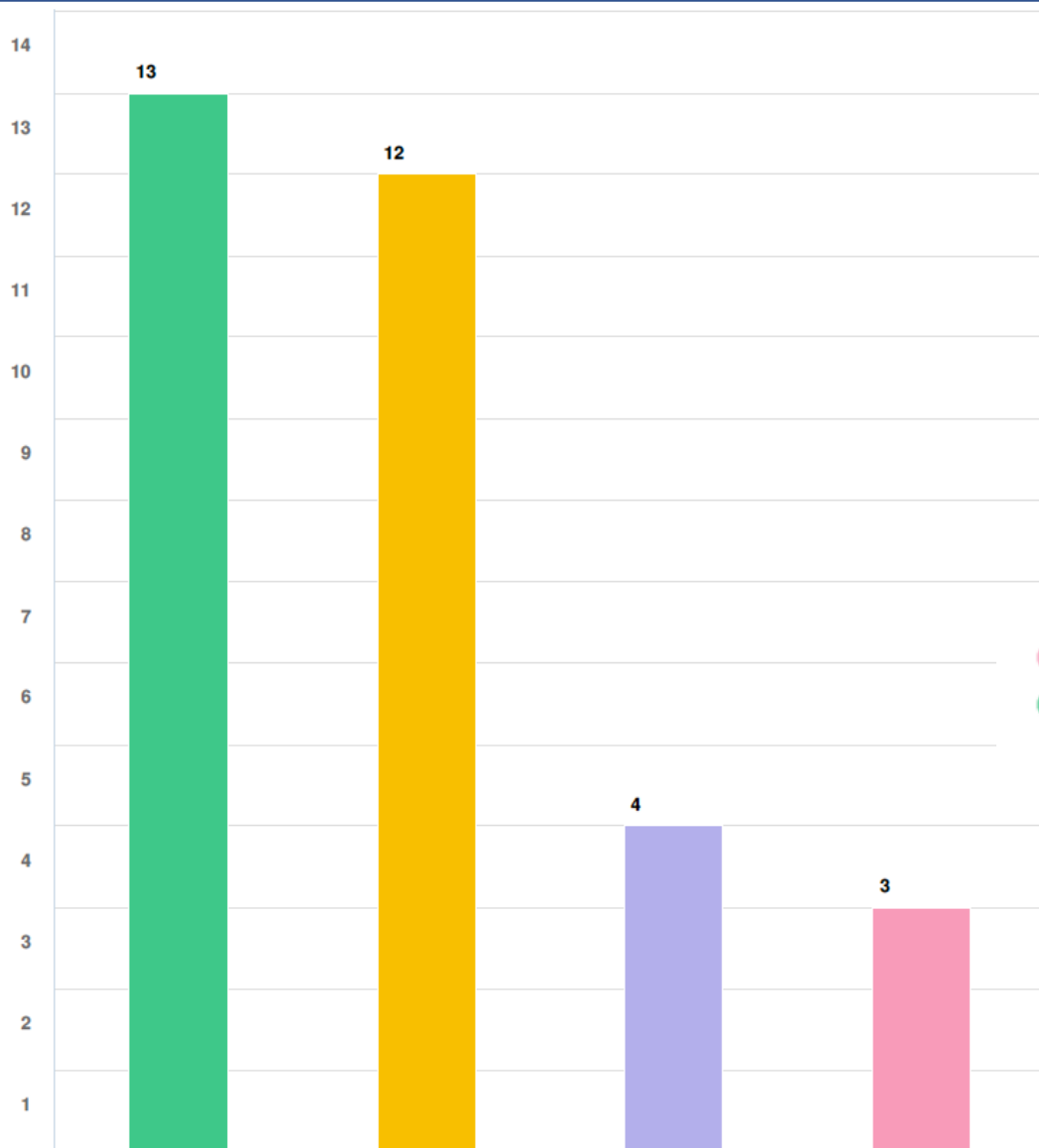




Has your business considered asking suppliers for their green credentials?

- Other (please specify)
- Locally produced products from other local companies
- Environmentally certified products
- Products that last a long time
- Low energy products
- Sharing infrequently used items with other businesses
- Renting instead of buying
- Buy materials that contain recycled content

# Green Skills, Products and Services



Has your business considered how to improve the green credentials of the products and services that are offered?

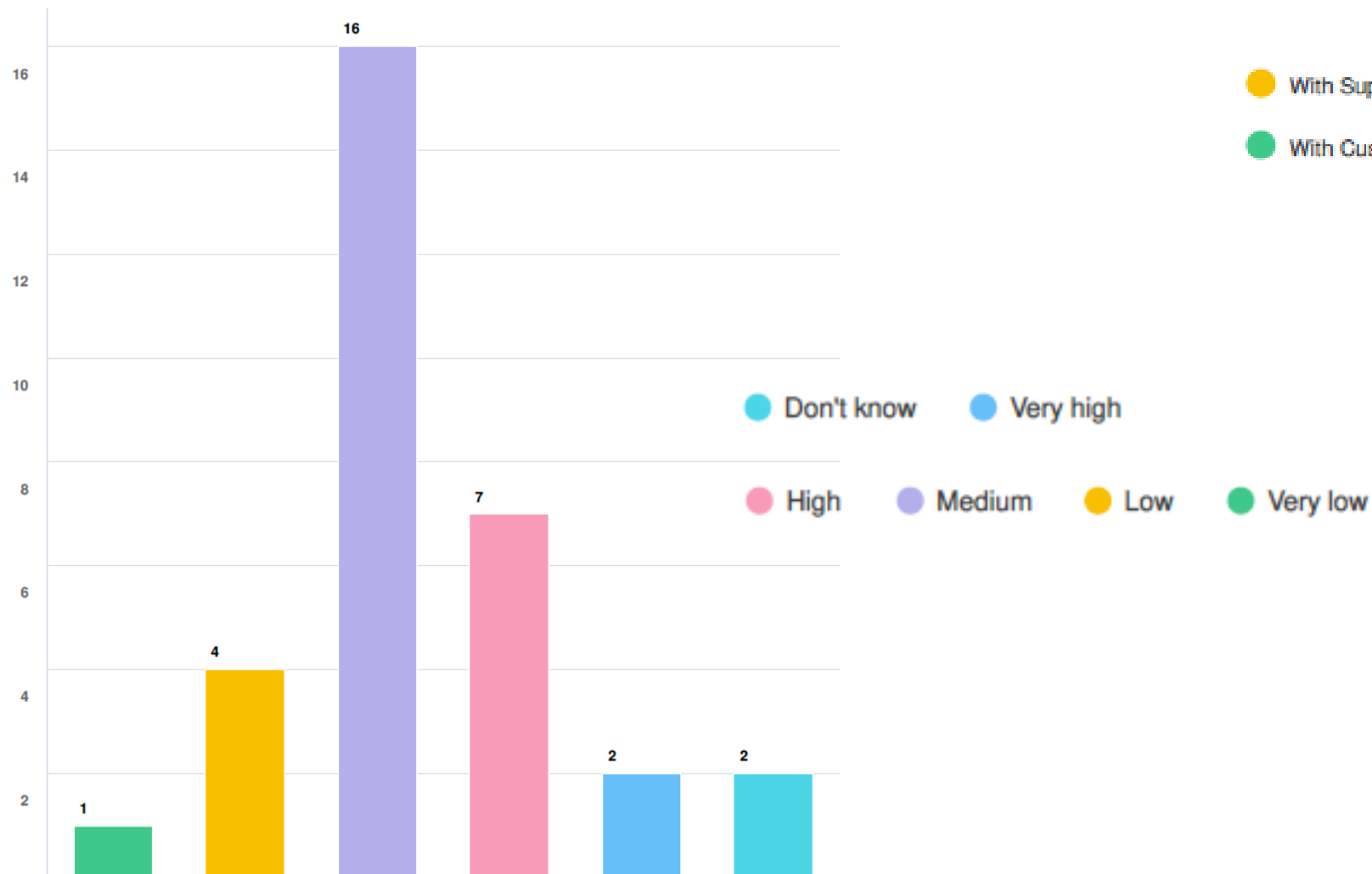
- Don't know
- Not at all
- We have considered this but not implemented yet
- Yes - we have set a baseline, improvement targets, and are communicating this with customers, suppliers and others

# Green Skills and Green Communication



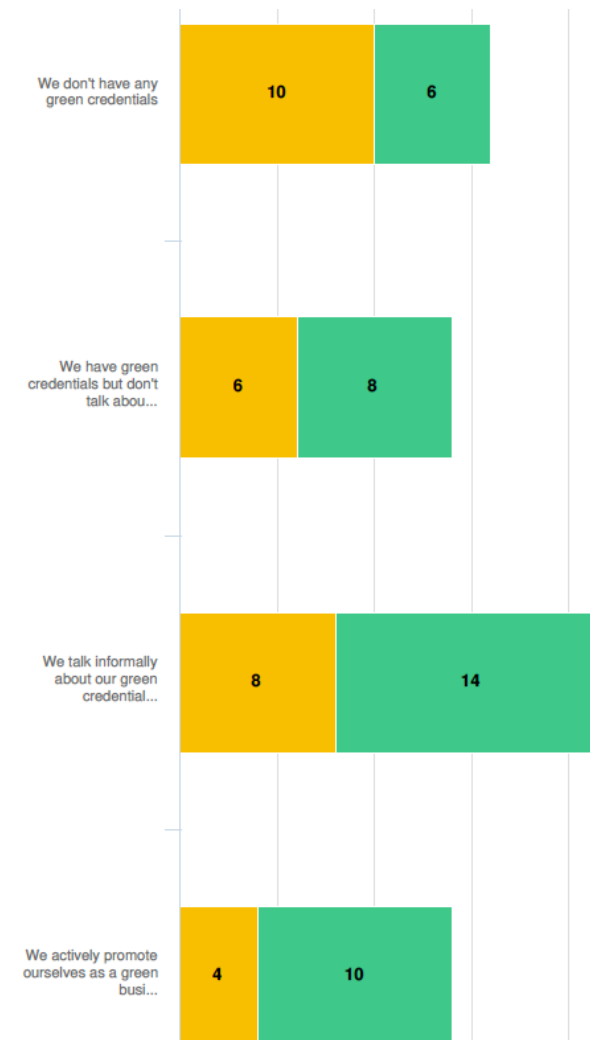
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How would you rank your businesses' Green Skills?



Do you communication with customers and suppliers on your green credentials?

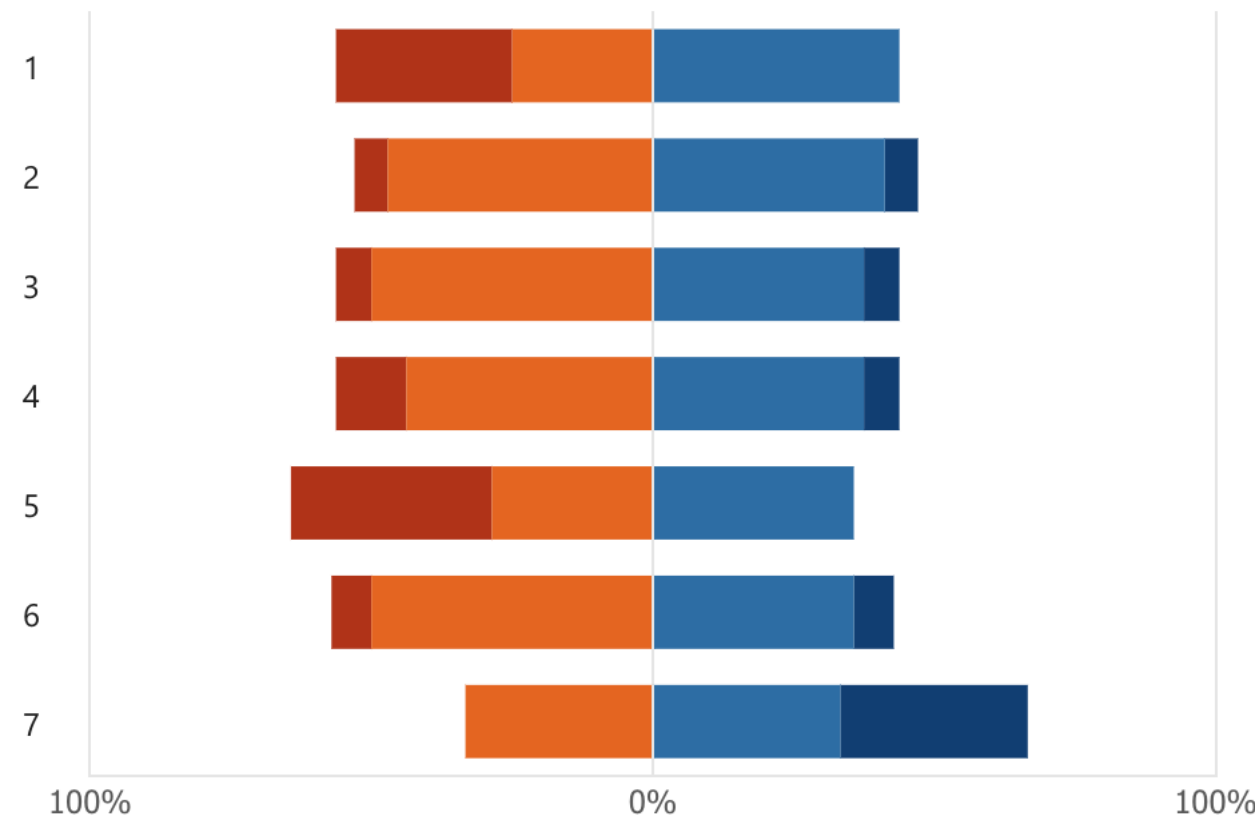
● With Suppliers  
● With Customers



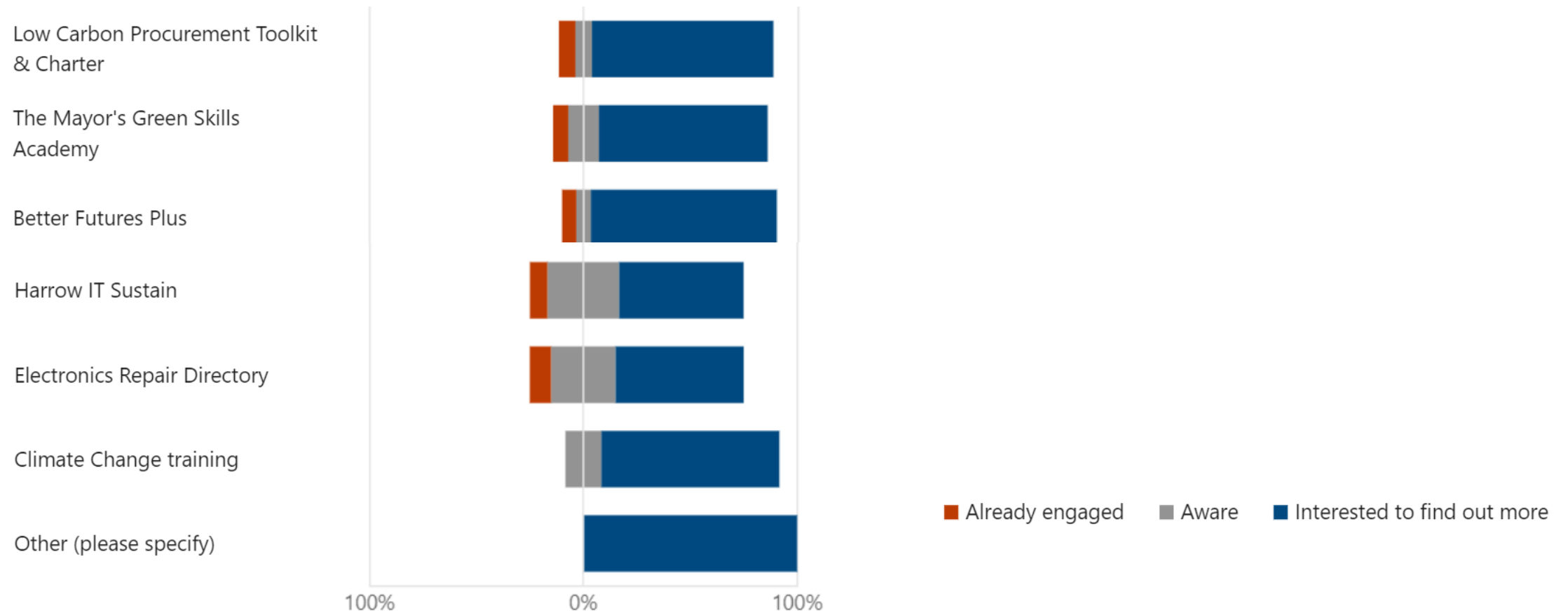
- When thinking of energy and carbon, for each of the actions below what have you done, are you planning to do, would like to do but need support, have no plans to do?

- 1 Measured current performance
- 2 Set improvement targets
- 3 Develop an action plan to improve performance
- 4 Implement improvement measures
- 5 Communicate with customers
- 6 Communicate with supply-chain and others
- 7 Other action (please specify)

■ Have done ■ Plan to do ■ Need support ■ No plans to



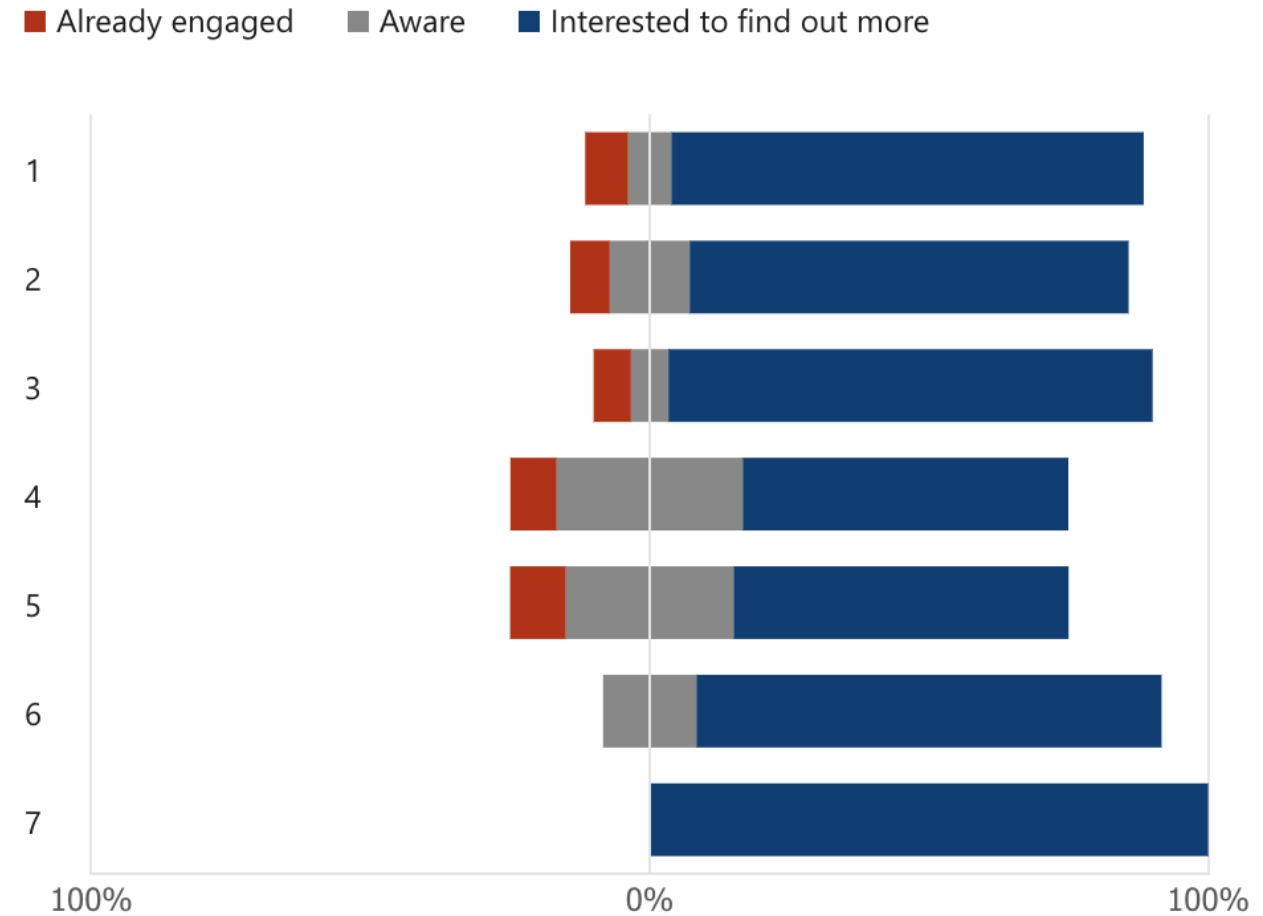
## Are you engaged, aware or interested to find out more about the following business support services?





• Are you engaged, aware or interested to find our more about the following business support services?

1. Low Carbon Procurement Toolkit & Charter
2. The Mayor's Green Skills Academy
3. Better Futures Plus
4. Harrow IT Sustain
5. Electronics Repair Directory
6. Climate Change training
7. Other (please specify)





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