

WEALDSTONE REGENERATION ADVISORY PANEL

15 JANUARY 2004

Chair:	* Councillor Burchell	
Councillors:	* Marilyn Ashton * Billson Harrison	* Vina Mithani * Marie-Louise Nolan
Co-opted Member:	* Councillor Miss Lyne	
Advisers:	* Mr S Addy * Dr O Amele * Mr T Arens Mr M Garratt * Ms S Hall * Mrs B Harvey † Mr R Page * Ms J Skidmore * Mr A Wood	Harrow Association of Disabled People Wealdstone Traders Association Heriot Catering Kodak Wealdstone Traders Association Wealdstone Active Community North West London Chamber of Commerce Wealdstone Active Community Harrow Public Transport Users' Association

* Denotes Member present
† Denotes apologies received

[NB Attendance at this meeting by guests and representatives of the Local Authority is recorded at Appendix 1].

PART I - RECOMMENDATIONS- NIL**PART II- MINUTES**111. **Attendance by Reserve Members:**

RESOLVED: To note (1) that there were no Reserve Members in attendance at this meeting; and

(2) apologies received from Mr Rudi Page, a representative of North West London Chamber of Commerce and an adviser to the Panel, and the attendance, in Mr Page's absence, of Mr Amin Lalljee, a representative of North West London Chamber of Commerce, as a guest of the Panel.

112. **Declarations of Interest:**

RESOLVED: To note that there were no declarations of personal or prejudicial interests made by Members of the Panel arising from the business transacted at this meeting.

113. **Arrangement of Agenda:**

RESOLVED: That all items be considered with the press and public present.

114. **Minutes:**

RESOLVED: That the minutes of the meeting held on 2 October 2003, having been circulated, be taken as read and signed as a correct record, subject to the following amendments:

- (i) The revision of the record of attendance to indicate the attendance of Mrs Brenda Harvey, adviser to the Panel, at the meeting
- (ii) That additional reference be made within Minute 105 regarding the New Harrow Project to the following 'A WAC adviser to the Panel expressed the opinion that party politics should not enter into the Panel's work as all Panel Members shared the common aim of regenerating Wealdstone'.

115. **Matters Arising from the Minutes:**

One of the advisers to the Panel who represented Wealdstone Active Community reported that she had previously requested information regarding the cost of the rising bollards scheme which had been implemented in the High Street and the possibility of seeking compensation from the manufacturer for the continuing difficulties experienced in its operation.

She also requested that the front sheet of the agenda be amended to indicate that she was now an adviser to the Panel rather than a reserve adviser.

The representative of Harrow Public Transport Users Association subsequently informed the Panel that he understood that the difficulties experienced were due to inconsistent installation of the transponders by a particular bus company and the use of buses of an incompatible design, and the fault could therefore not be blamed on the manufacturer.

The Chair suggested that the rising bollards system could be put to good use in another location.

RESOLVED: That (1) officers be requested to supply Mrs Brenda Harvey with information regarding the cost of the rising bollards scheme and the possibility of seeking compensation from the manufacturer for the continuing difficulties experienced in its operation; and

(2) the agenda front sheet be amended to indicate Mrs Brenda Harvey's position as an adviser to the Panel.

116. **Public Questions, Petitions and Deputations:**

RESOLVED: To note that there no public questions, petitions or deputations have been submitted to this meeting, under the provisions of Advisory Panel and Consultative Forum Procedure Rules 15, 13 and 14 (Part 4E of the Constitution) respectively.

117. **References from Council and Other Committees/Panels:**

RESOLVED: To note that there were no references from Council or other Committees or Panels to be received at this meeting.

118. **Appointment of Advisers to the Panel 2003/2004:**

The Panel received a report of the Borough Solicitor which advised that Harrow Association of Disabled People had recently confirmed their nomination of Mr Stephen Addy to succeed Mr Mike Lazar as the organisation's representative on the Panel. Mr Lazar had resigned from the Panel in September 2002.

The report further advised that Mr Jeff Evans, who had been appointed as a non-voting adviser to the Panel in his capacity as the Chair of the Wealdstone Traders' Association, had recently confirmed that he had now had stood down as Chair of the Association and Susan Hall of Enhance Salon had been elected as the new Chair. It was noted that Ms Hall currently served as an adviser to the Panel as a representative of local business.

RESOLVED: That (1) in accordance with Advisory Panel and Consultative Forum Procedure Rule 3, Mr Stephen Addy, a representative of Harrow Association of Disabled People, be appointed as a non-voting adviser to the Panel for the remainder of the 2003./2004; and

(2) Mr Jeff Evans resignation as Chair of the Wealdstone Traders' Association and Ms Susan Hall's appointment as the new Chair be noted.

119. **Community Safety and Public Realm Maintenance:**

The Area Director (Urban Living) addressed the Panel regarding the New Harrow Project. He explained that, partly in response to the Government's 'Liveability Agenda', which aimed to strengthen communities, make streets safer, cleaner and better maintained and to provide high quality spaces, but also in accordance with the Council's own vision and priorities for the Borough, the Council had launched the New Harrow Project which marked a change in approach to the provision of services in the Borough.

As part of this change in approach, the Council had reviewed its own organisational arrangements to ensure that they could meet the challenge of delivering the liveability agenda, and arising out of this a new department called 'Community Safety and Maintenance Services' had been created within the Urban Living Directorate. This department was tasked with responsibility for not only a number of the traditional environmental services, such as waste management, refuse collection, street cleansing and highways maintenance, but also for community safety services such as crime reduction, street wardens, highways enforcement, environmental health and licensing, in recognition of the fact that to provide solutions to the root causes of problems a

'joined up' approach was essential.

The Area Director advised that the Panel would now receive an oral presentation from a number of the key officers of the new department and a guest speaker, Inspector Roberts of the Metropolitan Police Services, who, together, would provide information on community safety in Harrow, an update on the roll-out of the New Harrow Project to the Central Harrow area, and feedback on action taken to meet the concerns previously raised by the Panel

1. Community Safety In Harrow

(1) Tour of the CCTV Control Room

The CCTV Manager guided the Panel on a tour of the CCTV Control Room, which was located within the Civic Centre. He explained that the Control Room had been constructed using Home Office funding. A subsequent successful bid had recently enabled the Council to purchase more cameras, including a number of 'dome' cameras with a 360 degree field of vision, and to upgrade the recording equipment to digital format. He advised that in total approximately 27 cameras around the Borough now beamed footage back to the Control Room and demonstrated the position of the cameras in Harrow and Wealdstone Town Centres. The footage was continually monitored during the day by operators who had been trained in crime management and relevant legislation, such as the Data Protection Act. A further resource was the mobile control room van which was equipped with four cameras, three mobile cameras and a link to the Police national computer which held vehicle registration data.

The CCTV Manager stressed the benefits of manning cameras rather than merely historically viewing CCTV footage. The Council had successfully piloted a partnership approach to the use of CCTV, with operators continually coordinating and sharing information with major shops represented in the town centre, local transport providers, the Council's Street Wardens and the Police. This information sharing was facilitated by a radio link with the street wardens, the Police and major retailers. The CCTV Manager explained that the Council hoped to obtain funding for cameras to be placed outside South Harrow and Rayners Lane Underground Stations to extend the scope of this initiative.

It was noted that when targeting resources regard was also had to police data which identified crime trends and hotspots in the Borough. In Harrow Town Centre these had been identified as the two shopping centres and the bus station. The CCTV Manager further advised that he attended meetings of the Police Borough weekly Tasking Group which, conversely, allowed the Authority to influence the targeting of Police resources to any new problem areas identified by the CCTV operators.

The success of the CCTV scheme as a whole was illustrated by the fact that CCTV had contributed to approximately 700 arrests in Harrow in the previous year. It was hoped that the extra camera equipment to be funded and installed in the Borough by Transport for London later in the year would allow officers to build on that success. The cameras would be used by Transport for London personnel for bus lane monitoring for a proportion of the day but would be available for the CCTV operators to use for community safety purposes for the remainder.

Finally, the CCTV Manager referred to the Authority's responsibilities under the Data Protection Act. He informed the Panel that, for a small fee, members of the public were entitled to view footage of themselves on/in a given time, date and location and the Authority provided a special room for this purpose, thereby ensuring the continued anonymity of the CCTV operators.

At the conclusion of the presentation, Members asked a number of questions relating to, inter alia, details of the bus lane monitoring scheme and the provision of further cameras in Wealdstone, outside Barclays Bank. In response to the latter the CCTV Manager indicated that, in the short term, this was unlikely to be possible as Home Office funding relied on demonstrating high crime figures which this area did not have. However, it was hoped to upgrade the lens on the existing, nearby camera to improve its capabilities.

(2) Presentation by Inspector Nigel Roberts of the Metropolitan Police Service

Inspector Roberts explained that he had served in the Metropolitan Police Services for twenty years and for most of that twenty years had also been a Harrow resident. He had been an inspector in Harrow for 2 years and had taken up his current post, as a Community and Problem Solving Inspector, in November

2003.

Inspector Roberts briefly outlined the priorities of the Harrow Crime and Disorder Reduction Strategy, the crime trends in the area and the current arrangements for community policing. He explained that the Metropolitan Police Service as a whole had been under strength for some time and community policing had suffered as a result. However, numbers of recruits were now climbing and it was therefore possible for a renewed focus on community policing. As a result, a move towards Ward policing, driven both by central government and the Mayor for London, was to be implemented across London, marking a major cultural and organisational change. Each Ward would have its own dedicated team consisting of one sergeant, two Police Constables and three Police Community Safety Officers and foot patrolling of the community would be re-established to provide the reassurance and visible police presence. This was particularly significant in Harrow as, it was noted, fear of crime in the area was disproportionately high.

The three pilot Wards for the Harrow scheme would be Greenhill, Marlborough and Wealdstone, with Wealdstone being the first of these to receive the officers. The scheme would then be rolled out to the other wards over the space of the following three years. It was anticipated that the first new recruits would arrive in April and they would free up more experienced officers who would take their place on the Wards. Inspector Roberts reported that the Government had made assurances that the officers would be 'ringfenced' and would not be diverted locally to other duties or to special Central London duties.

As well as these centrally driven changes, a strategic review of community policing in Harrow had also been initiated within the Borough and this would result in a change to the way community policing was organised locally. A Safer Communities Team would be established to bring together all the community policing teams under one roof and would adopt a problem-solving approach to crime and disorder, working in partnership with the local community to address the root causes of crime and to reduce the fear of crime.

During the discussion which followed a number of questions were asked of inspector Roberts. A Member sought clarification on how the pilot wards had been chosen. In reply, Inspector Roberts and the Chief Environmental Health Officer advised that the wards had been chosen on the basis of need, as identified by crime-mapping of crime and social deprivation indices. A Member also noted that it had previously proved difficult to fill vacancies in Harrow Weald and queried whether this problem was likely to persist. Inspectors Roberts advised that officers would be directed to Ward vacancies in the event that they proved difficult to fill. It was also asked whether the new Ward officers were likely to be diverted to local events such as the Pinner Fair. Inspector Roberts agreed to report back with clarification on this matter.

The discussion also turned to measures to combat the under-reporting of crime. Inspector Roberts advised that it was now possible to report incidents via the Internet. He added that he was also in favour of the establishment of regular ward surgeries for this purpose.

2. Update on the roll-out of the New Harrow Project to 'Central Harrow'

The Area Director (Urban Living) and the Divisional Manager, Operations provided an update on the roll-out of the New Harrow Project to the 'Central Harrow' Area, which consisted of the Greenhill, Marlborough and Wealdstone wards.

It was noted that the Project had now been operational in the Central Harrow area for three months, with the high usage areas settling into a schedule of being cleaned several times daily between 6am and 8pm, and residential areas being cleaned on a fortnightly basis. The areas around minor shops were cleaned twice daily.

The cleaning and maintenance programme included the provision of new litter bins in Wealdstone Town Centre, a concerted drive to remove all fly-posting in the area, the use of high pressure spraying equipment to remove graffiti, and the use of sweeping machines to scrub pavements. The latter were shortly to be employed to remove chewing gum from the pavements also. Officers advised that they were satisfied that the Project had made a good initial impact on the area but conceded that there were some problems with graffiti re-offending. To combat this officers were proposing an scheme of working with schools to promote a sense of ownership and pride in children in the state of their immediate environment. The initiative would be piloted in Kenmore Middle School.

The Area Director advised that some areas which needed a deep clean were being tackled through unofficial one day road closures which allowed officers to address a number of maintenance issues at one time, for example pruning trees, painting lampposts, removing large items of rubbish and fixing trip hazards. In South Harrow, which had been the pilot area for the New Harrow Project, it was noted that, as a result of concerted action taken to resolve hard maintenance defects, insurance claims against the Council in that area had had a zero success rate. The Chair observed that this had resulted in significant savings for the Council.

The Area Director emphasised the need for residents' cooperation for the above closures to be successful as, for example, the roads could not be thoroughly cleansed without the removal of all cars from the road.

Following the presentation, Members of the Panel sought clarification on a number of issues. In response to a question regarding trip hazards caused by tree roots pushing up paving stones, the Area Director advised that, where necessary and in consultation with arboriculture officers, tree roots were cut or trees were replaced with a more suitable species.

3. **Feedback on concerns previously raised by the Panel/Issues requiring attention identified by officers**

(1) **Enforcement against retailers obstructing the highway**

The Panel had previously raised concerns regarding retailers obstructing the highway and in particular had voiced concern about the behaviour of a greengrocer situated in Wealdstone High Street. The Area Director (Urban Living) confirmed that officers intended to tackle this problem but emphasised that the Council must take an even-handed approach to those obstructing the highway and other retailers creating an obstruction would also be approached. Advertising boards, for example, both impeded disabled pedestrians and made cleaning and maintenance of pavements more difficult.

(2) **Disposal of Commercial Waste**

It was noted that commercial waste was now collected daily using bin bags rather than wheelie bins. The Area Director stressed his intention to deal robustly with those traders who were not managing their waste in an effective way and meeting their responsibilities.

(3) **Fly-tipping**

At the previous meeting of the Panel a Member had requested clarification of the type of evidence needed to convict fly-tippers. In response the Area Director now advised that the Council must be supplied with the vehicle make, colour and registration; the number of people involved in the incident and their descriptions; the exact location, time and date of the incident; and a description of what had been dumped. He advised that video evidence was not required for successful prosecution but stressed that the witness must be prepared to testify in court.

(4) **Foul odours in Wealdstone High Street arising out of sewage problems**

The Panel had previously requested on a number of occasions that the foul odours in Wealdstone High Street be investigated. In response, the Chief Environmental Health Officer now explained that the odours emanated from Wealdstone Brook which was culverted and ran under Wealdstone High Street. Responsibility for the brook was shared – the Environment Agency were responsible for it as a waterway, Thames Water were responsible for sewage pumped into the brook, and the Environmental Health Section of the Council were responsible for connections to the brook which were used to dispose of waste. A survey was currently being carried out by Thames Water and was due to be completed in March, and it had, so far, identified 200 illegal connections to the brook. Some of these were quite significant, for example the connection of whole residential buildings, and it was thought that they were a major contributor to the odours. Thames Water would try to persuade those responsible for the illegal connections to redirect their waste, but, in the event that they were unsuccessful, Environmental Health could serve notices to order rectification of the situation or, as a last resort, could carry out the works themselves and bill the offending party accordingly. It was hoped that the works would be completed before the summer and the accompanying hot weather.

(5) **Pigeon deterrent**

In response to previous complaints regarding individuals attracting pigeons and

other vermin to the Wealdstone by setting out pigeon food, the Town Centre Manager advised that officers were currently drafting a strategy on combating the problem. She reported that the solution was likely to be a holistic approach involving several measures such as the proofing of buildings and the education of the public. She noted that one initiative which had proved effective in managing the problem elsewhere was to encourage feeding in a location chosen specifically for that purpose. Barking and Dagenham had adopted this strategy and had then built a pigeon loft in the feeding area and had removed eggs from the loft in order to control the pigeon population.

- (6) Anti-Social Behaviour in Herga Road
The Chief Environmental Health Officer (CEHO) referred to ongoing complaints regarding noise and disturbance in Herga Road, associated with the use of Kat. He advised that significant monitoring operations using noise monitoring equipment and the Street Wardens had been conducted but no evidence had been obtained and observed that the problem might have now dissipated. A member of the public addressed the meeting to advise that difficulties *were* still ongoing and the CEHO agreed to speak to her following the meeting to discuss the matter further.
- (7) Water leak repairs
The Area Director had previously undertaken to keep the Panel informed of the progress made by Thames Water in fixing the water leaks in Headstone Drive and Wealdstone High Street, however he advised that he had been unable to obtain an update from Thames Water. An Adviser to the Panel commented that she understood that the leaks had now been fixed.
- (8) WAC notice board
The Area Director confirmed that the WAC notice board was to be renovated shortly.
- (9) Flower planters behind Lloyds Bank.
The Area Director confirmed that the above planters were to be cleaned out in the near future.
- (10) Anti-slip coating on the mosaic tiles outside Holy Trinity Church
The Area Director advised that, further to the request of the Panel, an anti-slip coating had now been applied to the mosaic tiles outside Holy Trinity Church. An adviser informed the Panel that the coating was now flaking off. The Area Director agreed to investigate the matter further.
- (11) Review of Wealdstone Street furniture
It was explained that officers aimed to improve pedestrian flow and to reduce the cost of maintaining the street scene in Wealdstone by reviewing the street furniture in the area. The review would be carried out in phases due to cost.

Several advisers to the Panel requested that the lighting Headstone Drive be reviewed to improve the safety of that area and to better link Headstone Drive with the rest of the town centre. The Area Director assured the Panel that the money to do this had already and agreed to report back to the Panel regarding the likely timescale for the works to be carried out. A number of Members also suggested that Holy Trinity Church would also benefit from better lighting.

120. **Wealdstone Market:**

Further to the Panel's previous requests that officers investigate suitable sites on which a market could be held, the Panel now considered a report of the Director of Area Services (Urban Living) regarding this matter.

The report observed that regular markets or 'one off' specialist market events could improve the vitality and viability of an area, provided that they were complimentary to the local trading conditions and a suitable site could be found within the area, but concluded that there were currently no sites of suitable size or location for either and furthermore questioned whether any of the proposed market uses were complimentary to the local trading conditions in Wealdstone. Accordingly, the Panel was requested to consider whether, in light of this, officers should take any further action in the matter.

RESOLVED: That officers take no further action in the matter whilst the current position remains unchanged.

[REASON: To clarify the Panel's direction to officers in the light of the current position indicated in the officer report].

121. **Controlled Parking Zones - Business Permits:**

Further to the discussion on this matter at the Panel's previous meeting and in accordance with their request at that time, the Panel now received a report of the Interim Head of Environment and Transport which clarified the process and timetable for the introduction of business parking permits in Wealdstone.

During the discussion which followed the Panel noted that the permits would not be introduced until the next review of the Wealdstone Controlled Parking Zone, which was not scheduled to take place until 2005. Several Members expressed concern that this was some time away. Following further debate it was

RESOLVED: That the Traffic and Road Safety Advisory Panel be requested to consider upgrading the review of the Wealdstone Controlled Parking Zone in the priority list to ensure the introduction of business parking permits in Wealdstone as soon as possible.

[REASON: To ensure the introduction of business parking permits in Wealdstone as soon as possible].

[Note: Councillor Marilyn Ashton wished to be recorded as having suggested the action outlined above].

122. **Wealdstone Survey - Should Wealdstone be Renamed Wealdstone Village:**

The Panel received a report of the Acting Director of Strategy regarding the suggestion that Wealdstone should be renamed 'Wealdstone Village'.

At the previous meeting of the Panel the response of local estate agents to the proposal had been reported and the Panel had agreed that consultation should be widened to other local businesses, but be kept to a minimal cost. The report now before the Panel set out the outcome of this widened consultation and made recommendations accordingly.

RESOLVED: That no further action be taken with regard to the above initiative.

[REASON: The majority of respondents were against the name change].

123. **Wealdstone Active Community:**

A representative of Wealdstone Active Community (WAC) updated the Panel on future activities to be organised by WAC.

It was advised that a Community Safety Day was to be held on 27th March between 10.00 am and 4.00 pm. The CCTV van and crime prevention trailer would be set up on the pedestrianised area of Headstone Drive outside Holy Trinity Church and the emergency services and Victim Support would also be taking part in the event. Free safety equipment, such as personal alarms, would be handed out.

It was also noted that an artist was currently being sought to assist with the project to paint a mural on the metal fence adjacent to the train station. It was hoped that the project would be completed by the end of July.

Finally, it was advised that the next issue of Wealdstone Live would be published in February.

RESOLVED: That the above update be noted.

124. **Any Other Business:**

RESOLVED: That the following be noted/agreed:

- **Update on the Community Premises Initiative**
A Member requested that a report/update on this matter be submitted to the next meeting of the Panel. She requested that it address the matter raised at a previous meeting regarding the relocation of the Grant Road after school club.
- **Part-pedestrianisation of Wealdstone High Street**
Arising out of the discussion on the agenda item relating to business parking permits, an adviser to the Panel advanced that helping businesses with their parking needs would be pointless without the re-introduction of through traffic to part of the High Street as without the passing trade this would bring businesses would increasingly cease to be viable. A second adviser stated that a survey of

members of the Traders Association had recently been conducted and 100% of those polled supported the re-introduction of through traffic.

It was noted that a petition regarding this matter was to be submitted to the Traffic and Road Safety Advisory Panel (TARSAP) at its next meeting and the Chair suggested that Member's await their response. It was agreed that in the meantime the Chair of the Wealdstone Traders Panel would arrange to meet with the Chair and the Chair of TARSAP to visit the High Street and discuss to Traders' concerns. Councillor Marilyn Ashton requested to accompany the Chair on the visit also.

- Incident at the low bridge
An adviser to the Panel reported that there had recently been an incident where a bus had hit the low bridge in Wealdstone. It was noted that the bus driver had sustained slight injuries.

125. **Date of Next Meeting:**

RESOLVED: That the next meeting of the Panel be held at 6.30pm on Monday 22 March 2004.

(Note: The meeting having commenced at 6.30 pm, closed at 9.12 pm)

(Signed) COUNCILLOR KEITH BURCHELL
Chair

WEALDSTONE REGENERATION ADVISORY PANEL – 15 JANUARY 2004(1) **Guests:-**

Mr Amin Lalljee – North West London Chamber of Commerce
Inspector Nigel Roberts - Metropolitan Police Service

(2) **Officers of the Council:-**

Linda Arlidge –Town Centre Manager (Urban Living)
Dave Corby – Park Facilities Manager (Urban Living)
Jerry Hickman – Divisional Manager, Operations (Urban Living)
Graham Jones - Chief Planning Officer (Urban Living)
Gareth Llywelyn Roberts – Chief Environmental Health Officer
Roger Reeve – CCTV Manager (Urban Living)
Andrew Trehern – Area Director (Urban Living)

[Note: Apologies were received from Victoria Isaacs, Projects Officer (Urban Living)].