

Making Your Assets Work for You

- Volunteers
- Pavilions
- Commercialisation
- Marketing
- Increasing market share
- New schemes





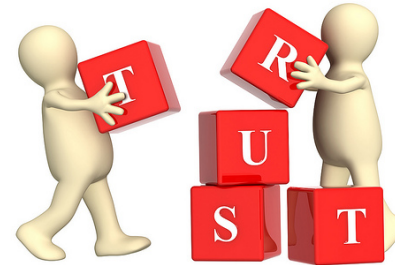
We can no longer be the philanthropic organisation tending to the absolute needs of our communities



- Voluntary effort targeted to achieve a measurable impact
- Joining together the delivery of actions that help to deliver a whole place vision,
- Outcomes and benefits of volunteering for the organisation and volunteer are clearly understood
- Achievements measured to ensure best use of the volunteers and their impact
- Volunteers are selected on basis of what they would like to achieve, with clear aims and support to enable them to do so

Volunteers should :

- Know what is (and what is not) expected of them
- Have adequate support in their volunteering
- Receive appreciation
- Have safe working conditions
- Be insured
- Know what to do if something goes wrong
- Receive relevant out-of-pocket expenses
- Receive appropriate training



The organisation expects volunteers to:

- Be reliable
- Be honest
- Respect confidentiality
- Make the most of training and support opportunities
- Carry out tasks in a way that reflects the aims and values of the organisation
- Work within agreed guidelines
- Respect the work of the organisation and not bring it into disrepute
- Comply with the organisation's policies



VOLUNTEERING BASICS

- **Council Commitment**
- **Statement of values and principles**
- **Training & Development**
- **Support, Supervision and Recognition**
- **Insurance**
- **Settling Differences**



Home Services Contact Us



TRAINING & CONSULTANCY

- Food Safety
- Health and Safety
- Personal Licence Training



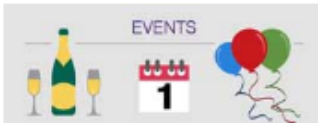
MOT TESTING

- Book Now
- Charges



TRADE WASTE

- Why Choose Harrow
- New Service Improvements
- What Goes in Which Bin



EVENTS

- Booking a Commercial Event
- Booking a Community Event
- Fees & Charges



HARROW FILM SERVICE

- About Harrow Film
- Filming Locations
- Apply to Film



GARDENING & GROUNDS

- Residential Services
- Business Services
- Education & Sports Services



TRANSPORT & VEHICLES

- Coming Soon



PEST CONTROL

- Rats
- Mice
- Wasps



FACILITIES MANAGEMENT



CATERING



ADVERTISING & MARKETING

- Implemented 6 major entrepreneurial commercial projects
- Forecast net income of £6.6m over the next 3 years
- Further initiatives in the planning stages.

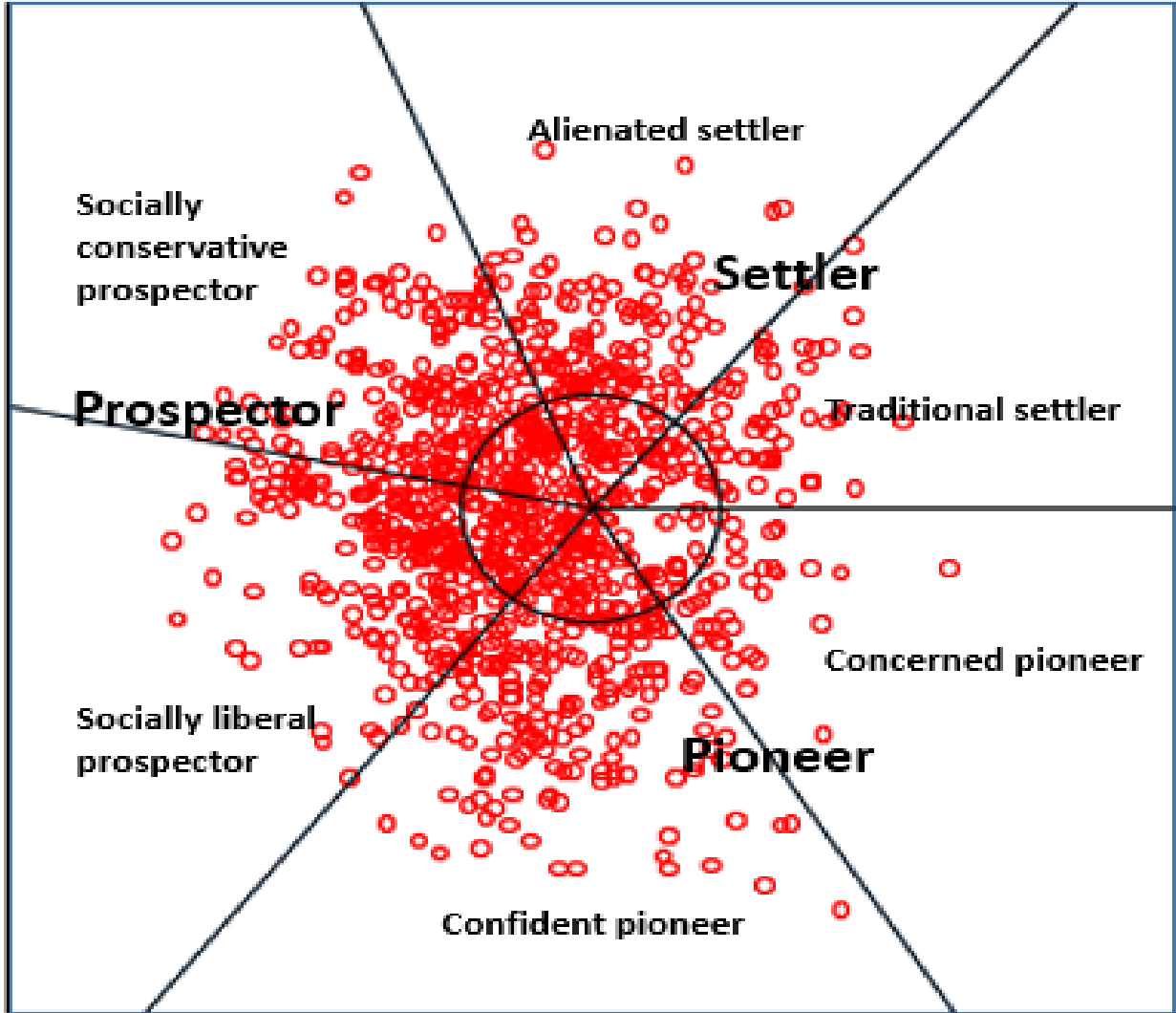




- Giving wider choice
- More local services
- Offering concessions where merited
- Revenues are re-invested into the Borough

- Projects underpinned by a business cases.
- Robust documents
 - review of the current situation
 - benchmarking data
 - market analysis (competitors, customers)
 - unique selling points / competitive advantages
 - development of proposals (including sales & marketing and implementation)
 - financial assessments and financial sensitivity analysis.
 - Separate risk register, and fortnightly monitoring of the financial data.

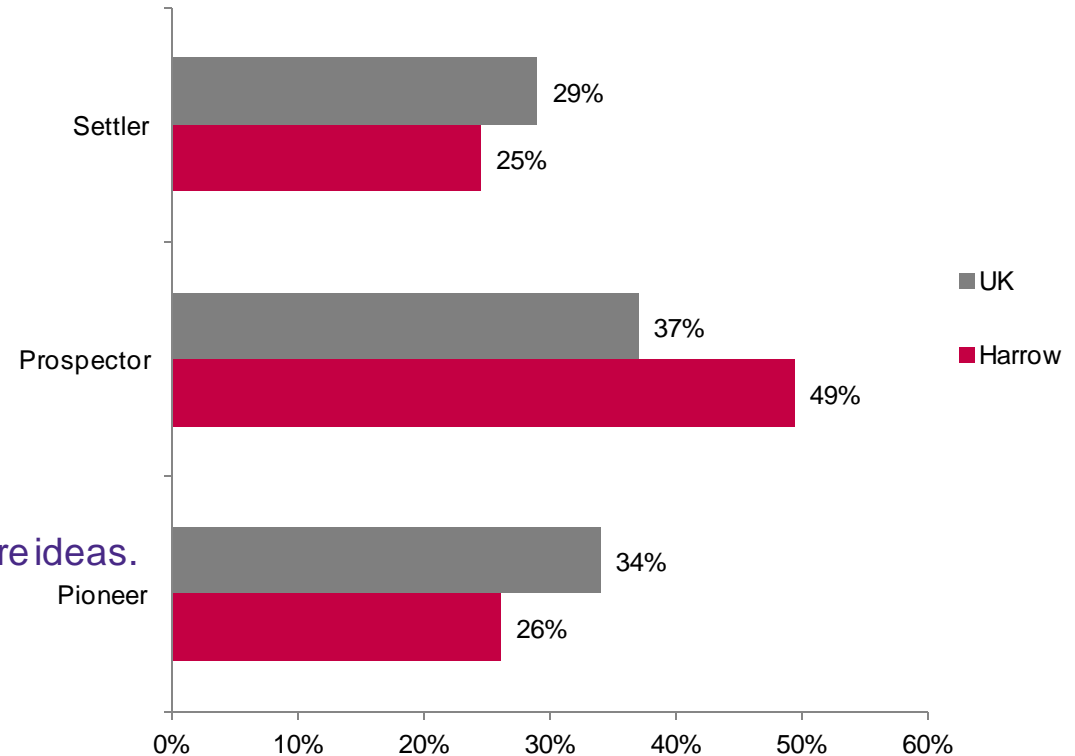




Need for security driven;
Safety; security; identity belonging;
Keep things small, local, avoid risk

Outer directed:
Need for success; esteem of others;
Acquire and display symbols of wealth

Inner directed
Need to connect actions with values, explore ideas.
Networking, interests, ethics, innovation



Source: TCC March 2015 Base: 990

Ethnographic Research in West Harrow



What could your community do with £10,000?

we've put money aside to improve where you live. How it's spent is up to you.



facebook search 'my south harrow'
www.harrow.gov.uk/myharrowfund



PEN PORTRAIT - Cycling Simon

- Had active previous life with good socialisation, physical activity and financially sound.
- Well trained in a job role and trade, worked in local region
- Suffered recent redundancy, job loss or early retirement.
- Time poor due to needing to achieve small income generation,
- Likes the area and has family living in vicinity, may childcare for grandchildren
- Has low self esteem and dim view of the future
- Ranges out in the region with a loose network of colleagues.
- Good sense of social justice

TYPE

Skilled – Out of Work

DEMOGRAPHIC

- Age 48 – 66
- Well off but now on reduced income

CURRENT LEVEL OF ENGAGEMENT

Internet savvy, online but selective
 Good local knowledge
 Opportunistic notices
 Interested in environment
 Keen to be active but doesn't know how

OPPORTUNITIES

Opportunity to gain employment
 Reskilling
 Validation of skills
 Keen to share skills (master trainer)



PEN PORTRAIT – Busy Mum Bev

- A busy parent whose day revolves around childcare and household economics.
- Intelligent and held a good job before children but is now vegetating “Nappy Brain”.
- Lives in NW of Ward, the area is considered somewhat bohemian.
- Tends to stick in the local area within walking of the house.
- Likes to know what is happening locally,

TYPE
Lonely Parent

DEMOGRAPHIC

35-45
Parent of Primary
school children
Economic with
finance
First time
householder
Working partner

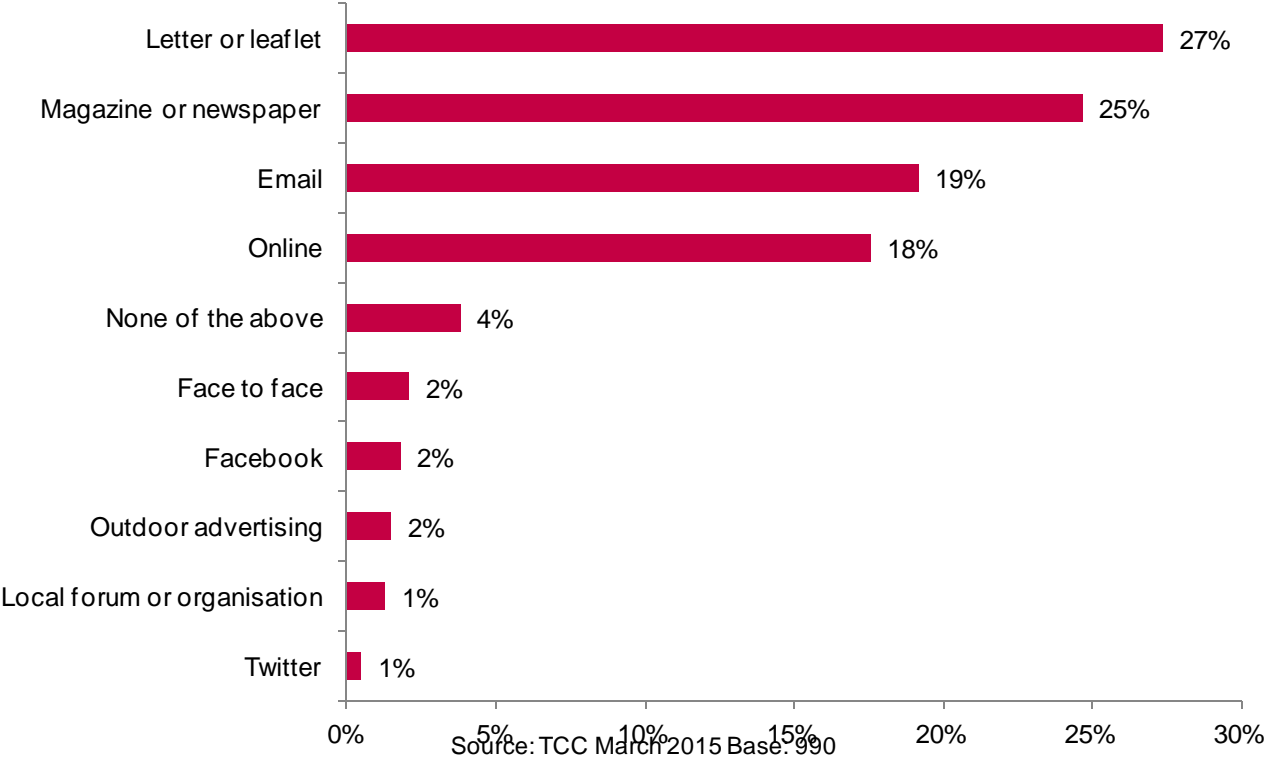
CURRENT LEVEL OF ENGAGEMENT

- Small social engagement
- Opportunistic notices
- Few socialisation opportunities
- Targeted web browsing

OPPORTUNITIES

- Link into feeder points
 - Nursery Rhyme Time - Schools - Local shops
- Recognition of skills - Link to self esteem
- Is unsure on what the Council is responsible for
- Is unsure of the opportunities that would be available to her given her current lifestyle

Future Comms Preferences



Do you need a garden waste collection service?

The council offers a flexible and affordable garden waste collection service that we think will suit you down to the ground.

Not only will you get a great collection service, but also the satisfaction of knowing that you're helping to protect vital council services that you've asked us to safeguard.

Our flexible options mean that you'll get the service that's right for you and only pay for the months you need.

Sign up for this optional service at the council's website, in person at the Civic Centre or by phoning 020 8901 2600.

www.harrow.gov.uk/gardenwaste



Full year
collections every two weeks until March 2017

Sign up for either the full year or summer service at any time and just pay for what you use

Summer
collections every two weeks until October 2016

Full pricing at www.harrow.gov.uk/gardenwaste



Call us Now
020 8424 2600



Live Chat

Harrow Council Commercial Waste Services

[Home](#)

[Why Harrow](#)

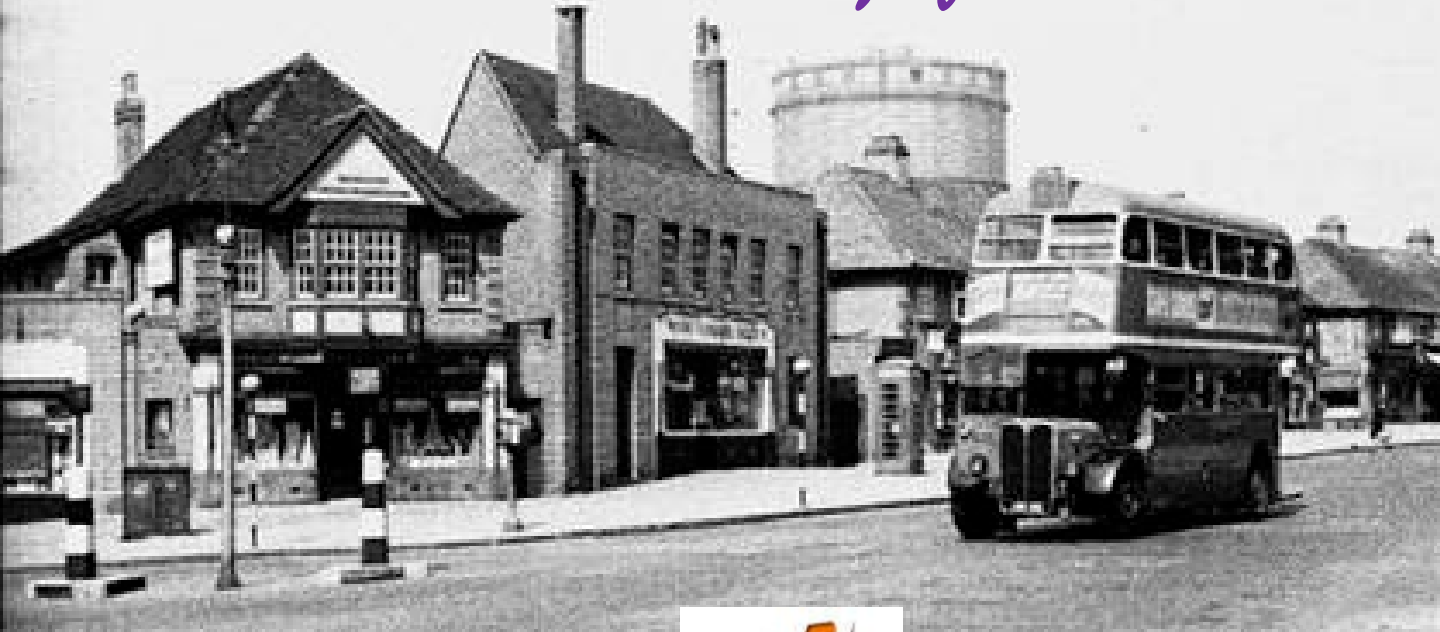
[Services](#)

[Quick Order](#)

[Waste Regulations](#)

[Contact Centre](#)

Looking after Harrow's waste since 1934



[My Account](#)

[Request a Quote](#)

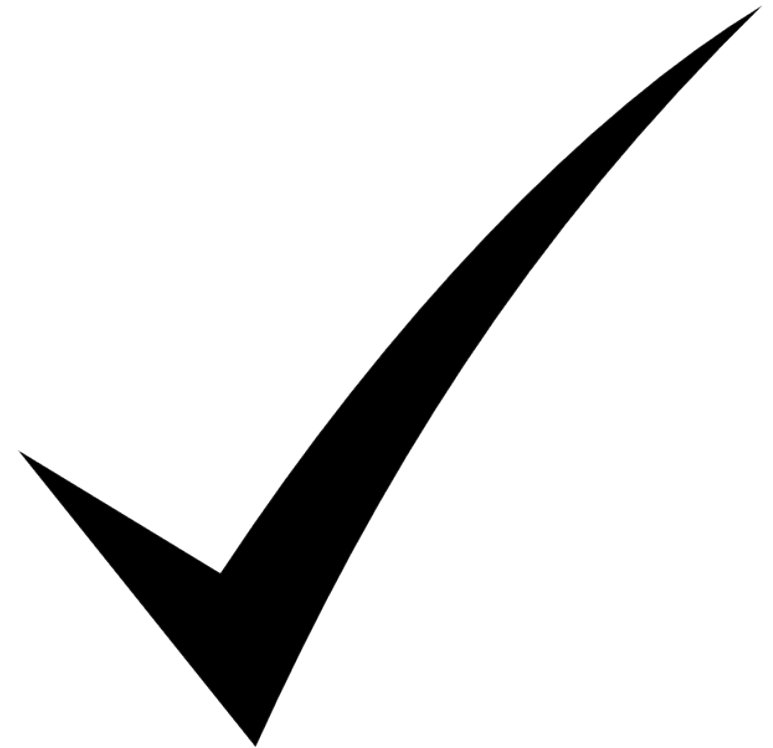
[What Goes Where](#)

[Harrow.gov.uk](#)

RSS feed of Waste info etc



- Increasing market Share
 - Trade waste
 - Pest control
 - Training and consultancy
- New Services
 - Pavilions
 - MOT Bay
 - Grounds Maintenance
 - Brent SNT Transport Hub
 - Events
 - Film service



TRADE WASTE

For cost effective and efficient commercial waste services look no further than Harrow's market leader. Providing best value solutions that are competitive, flexible and reliable. Services include innovative methods of collection and disposal with customer service at the forefront.

With new competitive prices and improved services we want to encourage all businesses in Harrow to take advantage of Harrow Council's 'Offer to Businesses' which includes a package of services including commercial waste disposal.

“Harrow is one of the top recycling boroughs in London, diverting waste that would otherwise be sent for landfill and other less environmentally friendly options. Betsy Lister Senior Assistant Director West London Waste Authority”

Our Commitment

- We will:
- Provide a reliable collection service
 - Keep prices competitive
 - Provide a dedicated Trade Waste Team
 - Respond to enquiries within 24 hours

Request a Quote

Use our online form to obtain a quote to use our Trade Waste Services.

[Request a Quote](#)



Why Choose Harrow?

Our solution will deliver a high quality, compliant, service incorporating the management, storage and collection of hazardous and non-hazardous waste streams.

[Find out more](#)



New Service Improvements

To improve the services we provide to you we have introduced Special Collections (Oily Wastes) and Food Waste.

In November we will be introducing Confidential Waste collection. Contact us now for a free, no obligation quote.

[Find out more](#)

What goes in which bin?

A visual guide to disposing of waste in the correctly coloured bin and helps you meet your disposal obligations.

[Find out more](#)



Bin Sizes

Detailed specifications of the bins we can supply. If you don't know which bin size is suitable for your needs, we can advise and ensure you make best use of the bins available.

[Find out more](#)



For a free no obligation quote



[Online Quote Form](#)

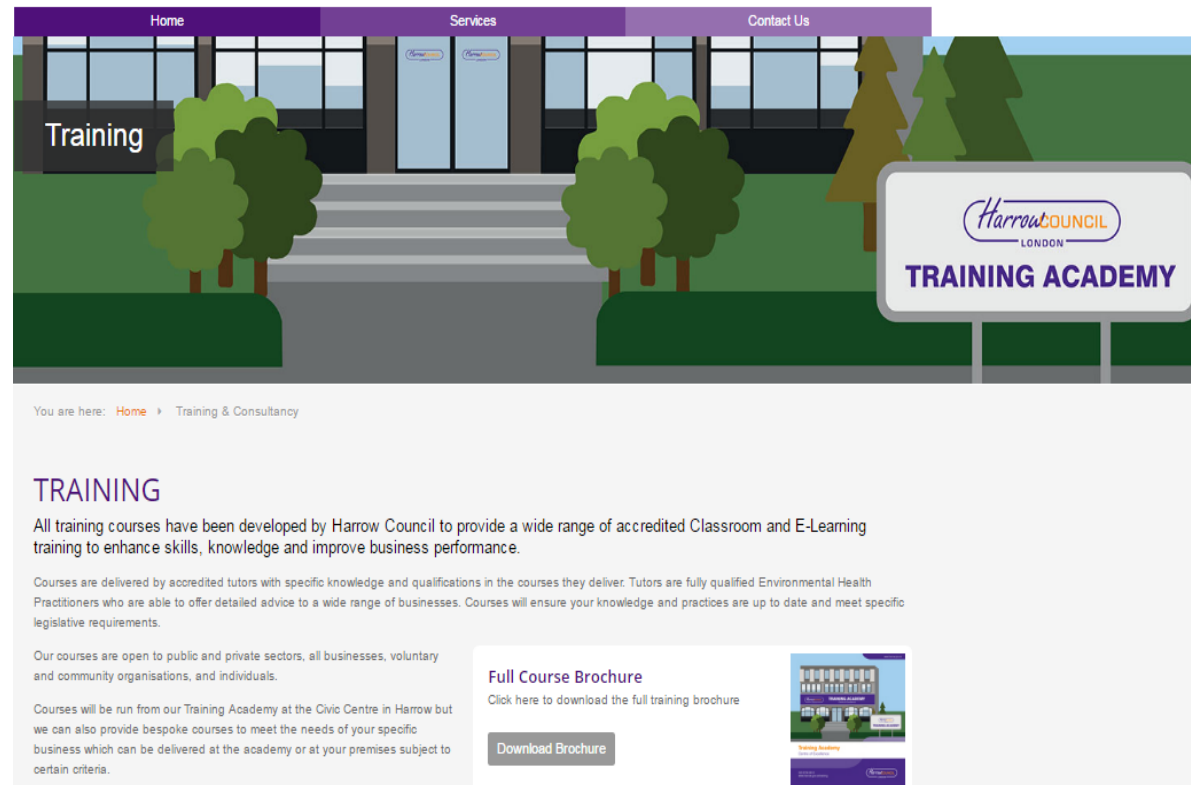


[020 8738 6762](tel:02087386762)



trade.waste@harrow.gov.uk

- Better service to public (e.g. bulky waste service)
- Increased compliance with Trade Waste legislation
- More recycling
- Increase Market Share



The screenshot shows the website's navigation menu with 'Home', 'Services', and 'Contact Us'. A 'Training' button is highlighted. Below the navigation is a banner image of a building with a sign that reads 'Harrow COUNCIL LONDON TRAINING ACADEMY'. Below the banner, the breadcrumb trail reads 'You are here: Home > Training & Consultancy'. The main heading is 'TRAINING'. The text states: 'All training courses have been developed by Harrow Council to provide a wide range of accredited Classroom and E-Learning training to enhance skills, knowledge and improve business performance. Courses are delivered by accredited tutors with specific knowledge and qualifications in the courses they deliver. Tutors are fully qualified Environmental Health Practitioners who are able to offer detailed advice to a wide range of businesses. Courses will ensure your knowledge and practices are up to date and meet specific legislative requirements. Our courses are open to public and private sectors, all businesses, voluntary and community organisations, and individuals. Courses will be run from our Training Academy at the Civic Centre in Harrow but we can also provide bespoke courses to meet the needs of your specific business which can be delivered at the academy or at your premises subject to certain criteria.' There is a 'Full Course Brochure' section with a 'Download Brochure' button and a small image of the brochure.

- Promoting compliance across the business sector
- Improving knowledge of legislative demands and allowing more self-auditing
- Support businesses in finding advice and training they require
- Consistent approach as those giving the consultancy and training will be speaking from the experience of enforcing such areas

PAVILIONS



- Evaluate your stock
- What is your market
- Establish payback period
- Increase usage



The Croft Boxing Club

- Supporting local organisations
- Longer term payback
- Non-financial payback



- About Harrow Film
- Filming Locations**
- Apply to Film
- Apply for Parking Restrictions
- On Set
- Benefits for the Community

FILMING LOCATIONS

Select a Category:



Alexandra Park

Category: Park

Alexandra Park is located in South Harrow and has 3 entrances on Alexandra Avenue, Park Lane and Northolt Road. The Park covers a massive 21 acres of green space and has a basketball court, a green gym and small parking facilities

[View](#)



All Saints Church

Category: Church

Set back off main road with forested area and cemetery at rear. Could easily be a countryside setting. Other features include stained-glass windows and a bell tower.

[View](#)



Art Deco Venue

Category: House/Building

1930's Grade II listed Art Deco Cinema now used as conference / religious venue.

[View](#)



Banister Centre Athletics Track

Category: Sports

Newly surfaced running track with long jump sand pit and hurdles. Surrounded by football and rugby pitches (during winter). New pavilion due to be constructed soon.

[View](#)



Beechcroft Ave/Vicarage Way

- Marketing of Film service with more competitive prices to film companies
- Increasing revenue through active marketing and networking to 'sell' the benefits of filming in Harrow
- A dedicated team providing advice and assistance in finding and agreeing locations and parking
- Active marketing of opportunities to hire Parks and open spaces

EVENTS

- Increasing revenue through active marketing and networking
- Charging reduced rate for community groups
- Active marketing of opportunities to hire Parks and open spaces
- A dedicated team to assist with bookings and providing a range of associated services to encourage more events in Harrow
- Providing events that benefit the community

The screenshot displays the Harrow Council Events website with the following sections:

- Commercial Events:** A commercial event is defined as an event to benefit the community with the purpose of making money or where a venue is hired for a private or commercial function. These include private events such as a wedding, a private party, entertainment events and attractions. [Book a Commercial Event](#)
- Community Events:** A community event is a non-profit or in behalf of a registered charity, which benefits the community. This includes events that are organised by not-for-profit organisations and commercial companies. [Book a Community Event](#)
- Our Aim:** To enable, facilitate and help Harrow organise and create culturally diverse events across the borough that everyone can enjoy and get involved in as much or as little as they wish.
- Events Toolkit:** [Click here to download the Events Toolkit](#). [View Toolkit](#)
- Conference and Meeting Room Hire:** A variety of different conference rooms and meeting rooms are available to hire at the Civic Centre. With an impressive Council Chamber, a range of meeting and committee rooms we can accommodate bookings for a range of private and corporate needs. [Find out more](#)
- Advertising & Marketing Services:** We will work with you to build a unique package that enables you to effectively advertise and market your event and to develop community links, access your targeted audience and maximise your brand. [Find out more](#)
- Party Planning:** Did you know that we now offer a range of party planning services? Our professional and experienced events team can help you organise and plan your special event. [Find out more](#)
- Weddings & blessings:** Would you like to host your wedding or blessing at a Harrow park? Offering an exceptional, unique and tranquil setting, the Walled Garden in Canon Park or the Temple folly is licensed for Wedding Ceremonies. [More Information Coming Soon!](#)

The only thing we don't cut is corners

GARDENING & GROUNDS MAINTENANCE

Do you have a landscaping project, need regular gardening or one-off services? **We Can Help!**

Our Grounds Team will provide a friendly, qualified and insured Grounds Maintenance service including Horticulture and Arboriculture services for domestic and commercial customers.

A Flexible and reliable service that can be tailored to individual requirements. Whether you are a residential customer wanting occasional grass cutting or basic domestic lawn care to full estate management, we can provide regular scheduled services or even one of bespoke services. We will discuss your requirements and design the right solution for you.

Winter Preparation Service

- ▶ Pruning
- ▶ Garden Clearance
- ▶ Lawn Seeding

Maintenance of:

- ▶ Sheds and outdoor buildings
- ▶ Patios and decking
- ▶ Fencing
- ▶ Pathways and driveways



- Complement existing work
- Direct control over front-line service provision
- Speed
- Quality staff

GARDENING SERVICES

Specialist Services

We provide a reliable and flexible service for all your Grounds Maintenance requirements:

- Sports Grounds
- Schools & Colleges
- Residential Gardens
- Communal Grounds
- Business and Commercial premises
- Housing Developments

Services Include but not limited to

- Grass cutting
- Landscaping
- Weed control
- Rubbish and fly tip clearance
- Japanese Knotweed control
- Graffiti removal
- Chewing gum removal
- Mechanical sweeping
- Arboriculture (trees)



Clean Ups

Our experienced Grounds maintenance team will provide clearance and general clean up services for areas that have become overgrown and unkempt.

[Find out more](#)

Making use of our extensive resources to offer a large range of activity



Residential

- Regular Grass Cutting >
- General Gardening >
- Landscaping >
- Housing association and Landlords >
- Case Studies >



Business

- Grounds Maintenance >
- Regular Grass Cutting >
- General Gardening >
- Landscaping >
- Case Studies >



Education & Sports

- Grounds Maintenance >
- Regular Grass Cutting >
- General Gardening >
- Playground equipment >



Specialist

- Fly tipping >
- Japanese Knotweed >
- Hog weed >
- Arboriculture (Trees) >
- Clean Ups >

“ Once again thank you so much for the fantastic job and the hard work. The grounds look spotless and all the service users, staff and visitors have said what an excellent job. Well done.” **Milmans Day Centre**

”



Thank You