

Harrow Industrial Stories

The local economy on the central industrial estates of the London Borough of Harrow



Study and report by

markoandplacemakers

designconsultancyforlivablecities

www.markoandplacemakers.com

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Marko and Placemakers Team Francis Moss, Igor Marko, Alejandro Sajgalik, Giulia Toscani, Denizer Ibrahim, Minh Toan

Research The data and business profiles in this report are based on observation and information given by individual employees or owners of businesses during visits to Harrow's central industrial estates in 2013. They are not official statements or data about the businesses.

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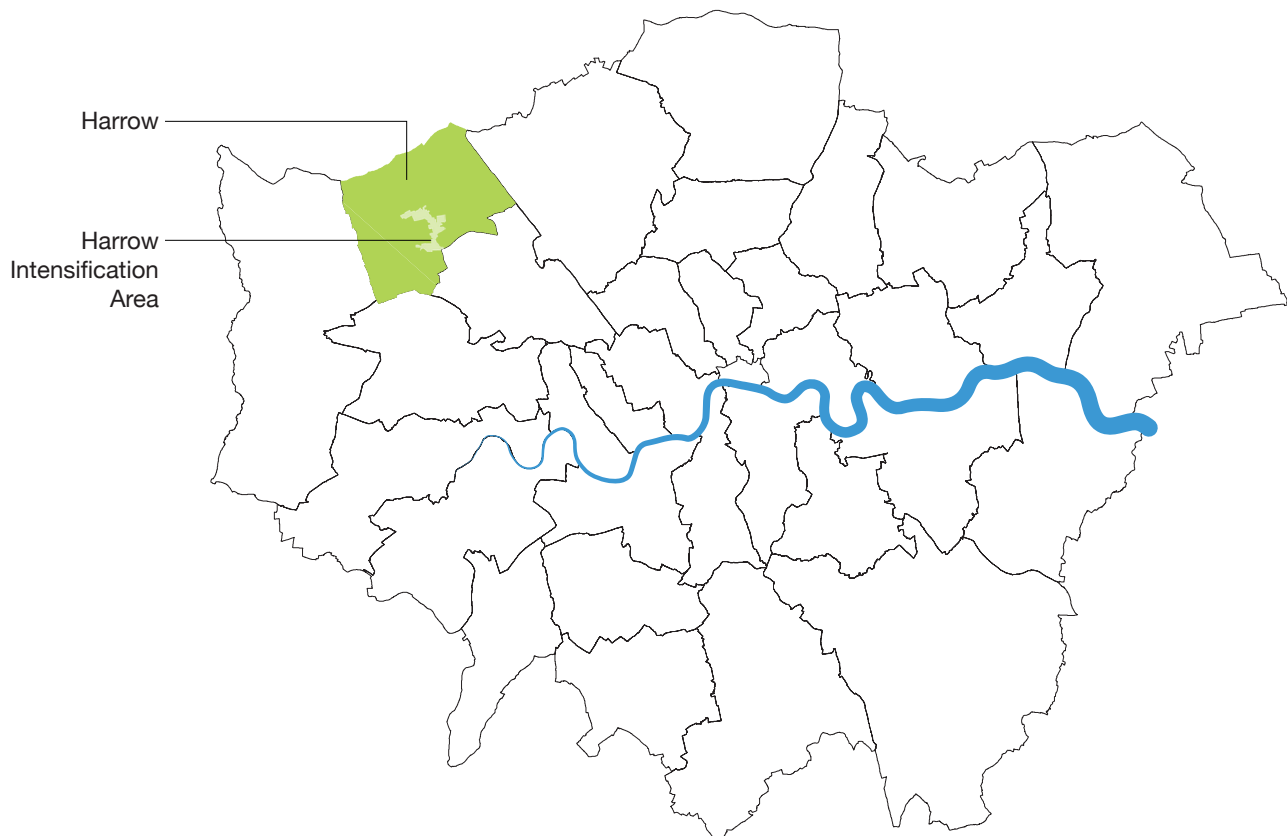
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Introduction

London's high streets have been the focus of a lot of recent attention. However, the industrial areas beyond these high streets are often overlooked. Although they may be less visible in our daily lives or less integrated into our neighbourhoods, they play an important role in our local economies.

Our knowledge and understanding of these industrial estates and the businesses on them are often based on high level surveys and statistics. Although these information sources can provide a useful overview, they can also be misleading and can make us lose sight of the most important element of the businesses and the local economy: the people. The potential for the local economy to develop and grow begins with these people.

The London Borough of Harrow and the Greater London Authority have commissioned Marko and Placemakers to paint a detailed picture of the businesses on the industrial estates within Harrow's intensification area in the centre of Harrow. The goal of the study is to better understand the important role and potential of both existing and new industrial businesses in the local economy and how they can be supported by Harrow and London.



Map of Greater London with boroughs

Context

While in the past, the focus has mostly been on large industrial employers, today it is the numerous extra-small, small and medium sized businesses which are taking centre stage. They are growing in number while many larger manufacturers have fallen victim to a changing globalized economy or inflexible business practices.

Harrow has been home to many world renowned manufacturing businesses. Kodak's factory in Harrow opened in 1891 and still today it is producing photographic paper and exporting it around the world. However, demand is decreasing as more and more people prefer to view their holiday snapshots on tablets and smart phones rather than printing them. Winsor and Newton, the traditional British artist paint manufacturers also had a factory in Harrow but production was moved to France a few years ago.

Today Harrow's level of economic activity is increasing despite the shrinking role of large businesses and the public sector. Employment in Harrow is being created by smaller businesses. According to the Office for National Statistics (ONS) the total number of businesses increased 9% from 2010 to 2012, while the number of employees increased 3% during the same period.¹

This report provides an important supplement to statistical data which, taken on its own, can paint a misleading picture. For example, the data collected for this report suggests that the actual number of businesses on industrial estates could be less than 20% of the number that ONS statistics suggest.

¹ *London Analysis, Size of Firms in London, 2001 to 2012*, Office for National Statistics, 2013



Printing photographs by sunlight at the Kodak factory, Harrow, 1890s
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Context

While the number of employees in the borough has increased since 2001, the proportion of Harrow residents finding work outside of the borough has also increased. Despite Harrow's strong level of new business formation and entrepreneurship the proportion of Harrow residents working in the borough dropped slightly from 35.9% in 2001 to 31.1% in 2008.¹

The strong demand for small industrial premises is demonstrated by the very low vacancy rates on Harrow's industrial estates. Also, some of the existing premises are of poor quality and are ageing, only a small fraction was built since the 1980s.¹ There is a need for good quality, affordable small industrial units in central Harrow.

As the number of extra-small, small and medium sized businesses grows, so does the need for space. At the same time the high demand for housing puts pressure on what was previously industrial employment land to be redeveloped primarily as residential land. However, new residential areas cannot be sustainable without a vibrant local economy. This means that it is necessary to accommodate employment space that answers the growing demand for small industrial spaces.

¹ *London Borough of Harrow Employment Land Review*, Nathaniel Lichfield & Partners, 2010

The industrial estates are often adjacent to residential areas



Methodology

To better understand the role and potential of Harrow's central industrial estates, this report blends together both a quantitative analysis and qualitative insights into the businesses and the people behind them.

This research is a mix between survey and ethnography. The data, analysis and business profiles in this report are collected from observation and by talking to individual owners or employees during visits to the industrial estates. Therefore, the data is approximate and is not official information or statements on the businesses. The conversations with the individuals are based on the list of questions below which was tested and refined during the visits.

The businesses are mapped by building use categories on an Ordnance Survey base map. Charts and diagrams are used to analyse various aspects of the businesses such as size and age. The detailed estate maps and business profiles provide more detailed insights into the types of businesses on each industrial estate.

Questions for businesses

Short answers

Business name
 Business address
 Business webpage
 Business contact details
 Business primary activity
 Reason for location
 Business health
 Number of employees
 % employees from Harrow
 Supplier locations
 Customer locations
 Years at location
 Age of business
 How can the council support businesses
 Notes

Long answers


















Owner information
 Owner's goals and worries
 Employee information
 Employee's goals and worries
 Business history and future
 Additional information

Categories

To map and analyse the information collected the businesses are split up into colour coded use categories. These categories are based on the BLP (Basic Land and Property Unit) classification used in the NLPG (National Land and Property Gazetteer). This is the official standard for each local authority's LLPG (Local Land and Property Gazetteer), a databank of all the land and property within their jurisdiction.

The BLP has been adapted and simplified for the mapping and graphs in this report. The colour coding follows the colour spectrum making it easier to identify and understand the different grouping of business categories on the maps and graphs.

Building use categories

Use Category	BLPU Categories	Colour
01 School	CC03/04/05	
02 Training	CC07	
03 Workshop - Construction	CI01/03	
04 Workshop - Auto	CI03	
05 Workshop - Other	CI01/03	
06 Supplier - Construction	CI05	
07 Supplier - Food	CI05	
08 Supplier - Other	CI05	
09 Leisure	CL	
10 Office	CO	
11 Retail - Shop	CR04/05/08/09	
12 Retail - Services	CR01/02	
13 Retail - Restaurant	CR06/07/10	
14 Residential	R	
15 Community	ZW	
16 Vacant		
17 Unknown		

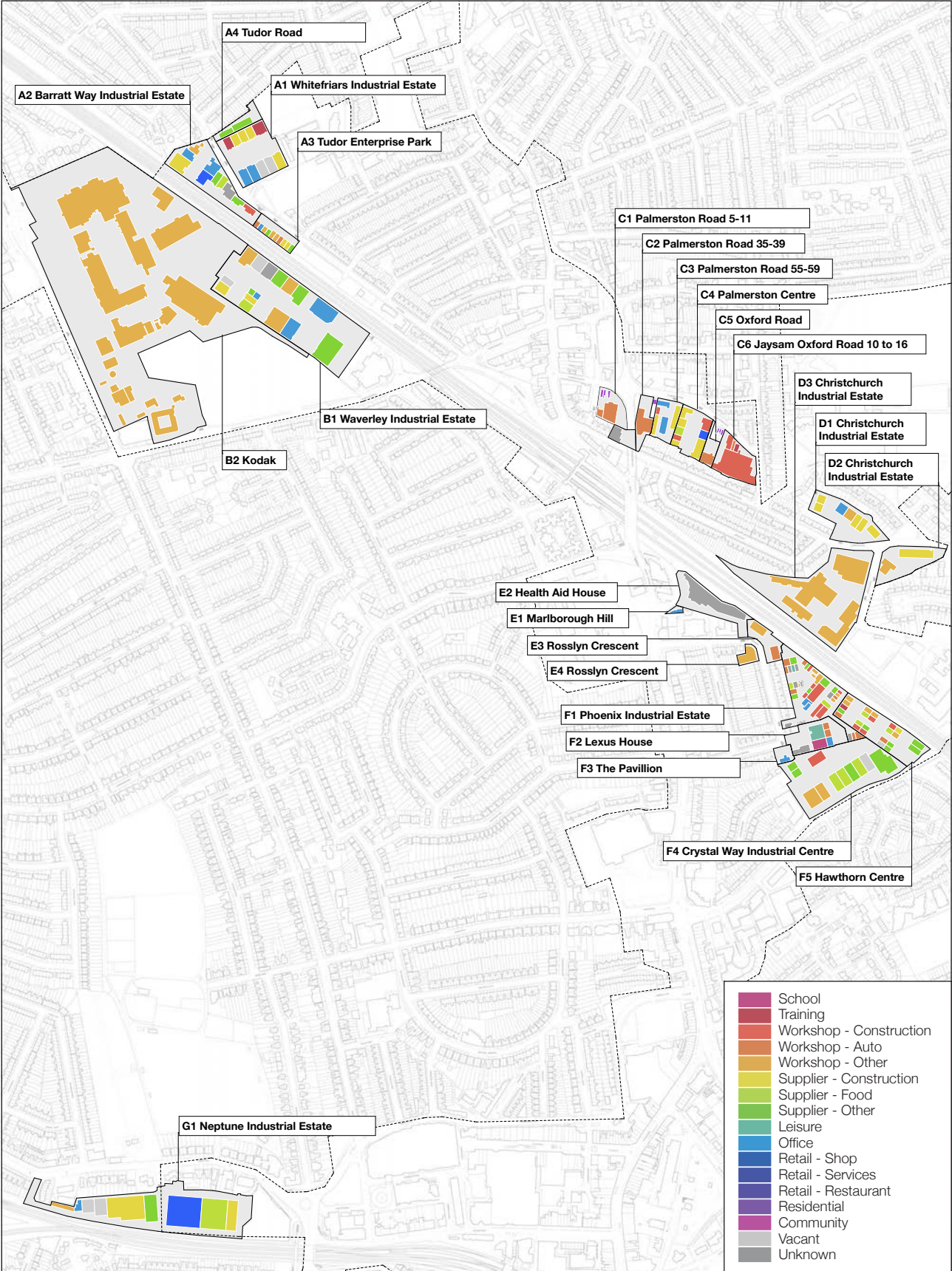
Categories

Basic Land and Property Unit (BLPU) Classifications

(Source: DEC-NLPG Version 3.2, December 2011)

Primary	Secondary	Tertiary	Explanatory Notes	
C Commercial	A Agricultural			
	B Ancillary Building			
	C Community Services		04 Public / Village Hall / Other Community Facility	
			07 Church Hall / Religious Meeting Place / Hall	Building associated with a Place of Worship.
			02 Children's Nursery / Crèche	Includes: Child Day Care / Pre School.
			03 Preparatory / First / Primary / Infant / Junior / Middle School	Includes: Non-State Primary or Preparatory School.
			04 Secondary / High School	Includes: Non-State Secondary School.
	05 University			
		07 Other Educational Establishment	Includes: Mixed Age School, Special Unit, Adult Education / Study Centre, Dental / Language School, Training Ground, Flying Training, Medical Education / Training, Educational Field Studies, Sunday School, Survival Training, Transport Training, Vehicle Driver Training and Shooting Training.	
I Industrial Applicable to manufacturing, engineering, maintenance, storage / wholesale distribution and extraction sites		01 Factory / Manufacturing	Includes: Animal Feed Factory, Aircraft Building / Works, Boat / Yacht / Ship Building Yard, Cannery, Coach Builders, Cooperage, Cooling / Ice Plant, Craft Manufacturing, Working Mill, Brick Works, Brewery, Cider Press / Manufacture, Chemical / Coke Oven Works, Concrete / Pre-Cast Concrete / Cement Works, Cleaning, Dairy Processing, Disinfecting, Distillery, Tar Distillery, Corn / Flour Mill, Food / Drink Processing / Factory, Foundry, Glassworks, Stained Glass, Perfume, Joinery, Laundry, Manufacturing, Engineering / Oil Refining, China Clay / Pottery Works / Manufacturing, Poultry, Egg Vegetable / Fruit Packing, Paper Mill, Printing Works, Shipyard, Ship Repair Yard, Ship Building / Yard, Silk Mill, Sugar Refinery, Iron / Steel Works, Timber Mill and Winery.	
		03 Workshop / Light Industrial	Includes: Bakery, Catering, Craft Workshop, Kitchen, Forge, Building / Engineering Workshop, Boat / Yacht Maintenance / Repair / Testing, Vehicle Servicing / Repair / Examination / Inspection / Testing Centre / Garage (excluding larger Vehicles – see CI08).	
		04 Warehouse / Store / Storage Depot	Includes: Postal Sorting / Distribution, Bonded Warehouse, Crop Handling, Grain Drying, Solid Fuel, Cement...	
		05 Wholesale Distribution	Includes: Crop, Solid Fuel / Timber Distribution.	
		06 Recycling Plant	To be used for commercially owned Recycling Plant only.	
		07 Incinerator / Waste Transfer Station	Includes: public and private operator, Incineration.	
		08 Maintenance Depot	Includes: Aircraft / Plane Maintenance, Ship / Ferry / Large Vessel Maintenance / Repair / Testing, Train, Bus, Truck, Road Maintenance Depot / Council Depot.	
L Leisure		06 Indoor / Outdoor Leisure / Sporting Activity/ Centre	Covers all sporting activities (both municipal and private).	
O Office		01 Office / Work Studio	Includes: Architects, Central / Local Government Services, including Civic / Town Hall, Welfare, Social and Child Care Services, Consulates, Embassies, Dock, Harbour and Foreshore Office, High Commission, Film Studio, Pilot's Office, Solicitors, Estate Management Office, Advice Service, Citizen's Advice Bureau.	
R Retail Applicable to commercial enterprises open to public visiting		01 Bank / Financial Service	Includes: Insurance Broker, Building Society.	
		02 Retail Service Agent	Retail outlet primarily providing services rather than products.	
		03 Hairdressing / Beauty Salon	Code retired, Hairdressing / Beauty Salon - now CR08	
		04 Market (Indoor / Outdoor)	Excludes street vendors see CR09.	
		05 Petrol Filling Station	Includes: Vehicle Wash / Valeting(when part of garage).	
		06 Public House / Bar / Nightclub	Where perceived as primary use open to public.	
		07 Restaurant / Cafeteria	Where primary use of refreshment house allows customers eat food purchased on the premises.	
		08 Shop / Showroom	All 'high street' shops.	
		09 Other Licensed Premise / Vendor	Includes: Betting / Taxi Office, Taxi Rank, Off Licence, Sex Shop, Street Vendor, Tattoo Parlour and Fishermen's Hut.	
		10 Fast Food Outlet / Takeaway (Hot / Cold)	Where sale of food to be consumed is away from the premises is the primary use, e.g. Sandwich Bar and Kiosk.	
S Storage Land		01 General Storage Land	Includes: Equipment, Storage Pound, Contractors Yard.	
		02 Builders' Yard		
R Residential				
X Dual Use			Temporary classification for BLPU's attracting both Council Tax and NNDR pending creation of separated BLPU's. However this classification may be used for Live/ Work units that attract both residential and commercial rates. Not to be used for any non-residential/commercial mixed use.	
Z Interest	W Place of Worship			

Overview

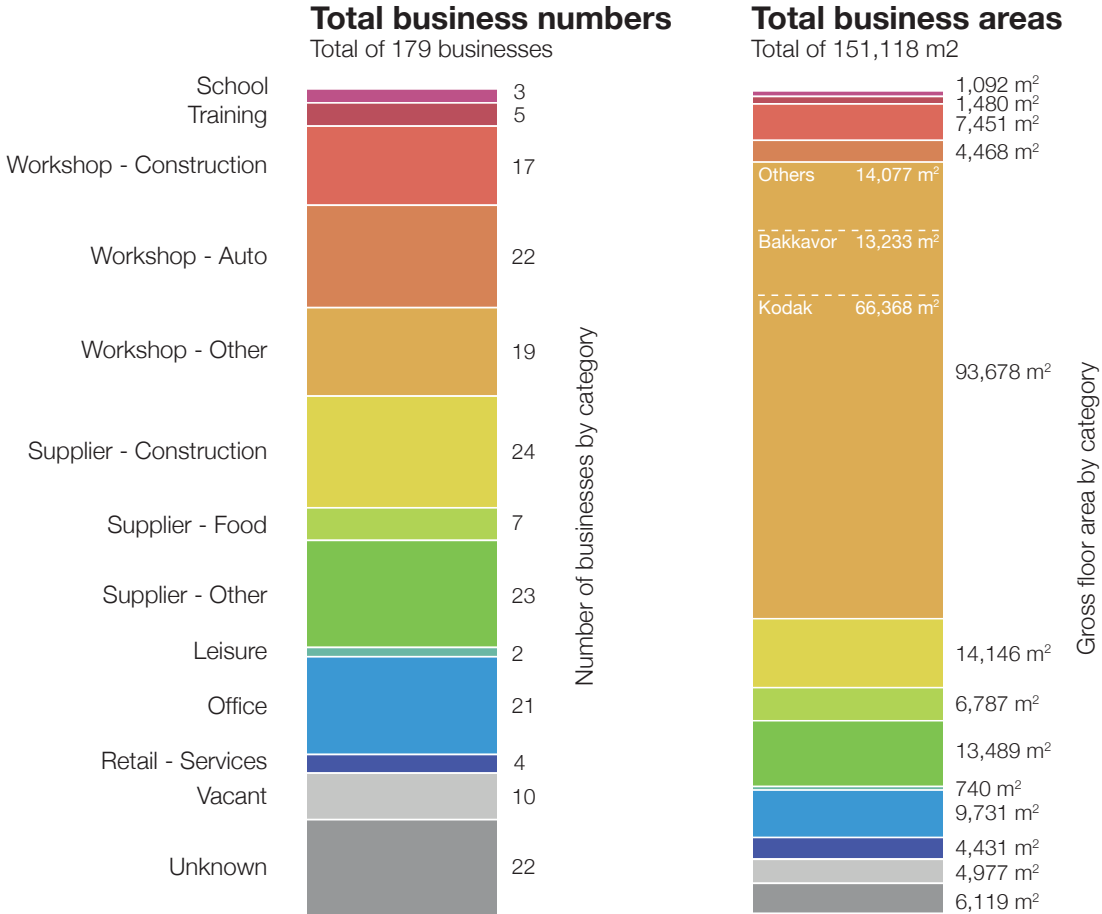


Overview

The industrial estates studied are in central Harrow, within Harrow Council’s intensification area. There are 179 business premises on 23 industrial estates of various sizes. These industrial estates are grouped into 7 areas: A, B, C, D, E, F and G. The multicoloured patchwork created by mapping the use categories of the businesses does not reveal any geographical clustering. The only two clusters are actually two large companies, Kodak and Bakkavor. The areas with smaller business footprints tend to display a more diverse patchwork.

The chart of total business numbers shows that the workshop and supplier categories together make up over 63% of the businesses. However, the workshops category has a disproportionately large floor area due to Bakkavor and Kodak which account for almost 50% of the total. Nonindustrial uses such as training, office or leisure account for 19% of the businesses, but only 14% of the total floor area when excluding Kodak and Bakkavor. The construction industry workshops and suppliers make up 23% of the businesses and 26% of the total floor area if Kodak and Bakkavor are again left out.

While auto workshops make up 9% of the businesses, they only make up 5% of the total floor area, excluding Kodak and Bakkavor. However, they do tend to use a lot of exterior area to park cars. The vacancy rate by area is only 3%, but jumps to 6% when Kodak and Bakkavor are not included.



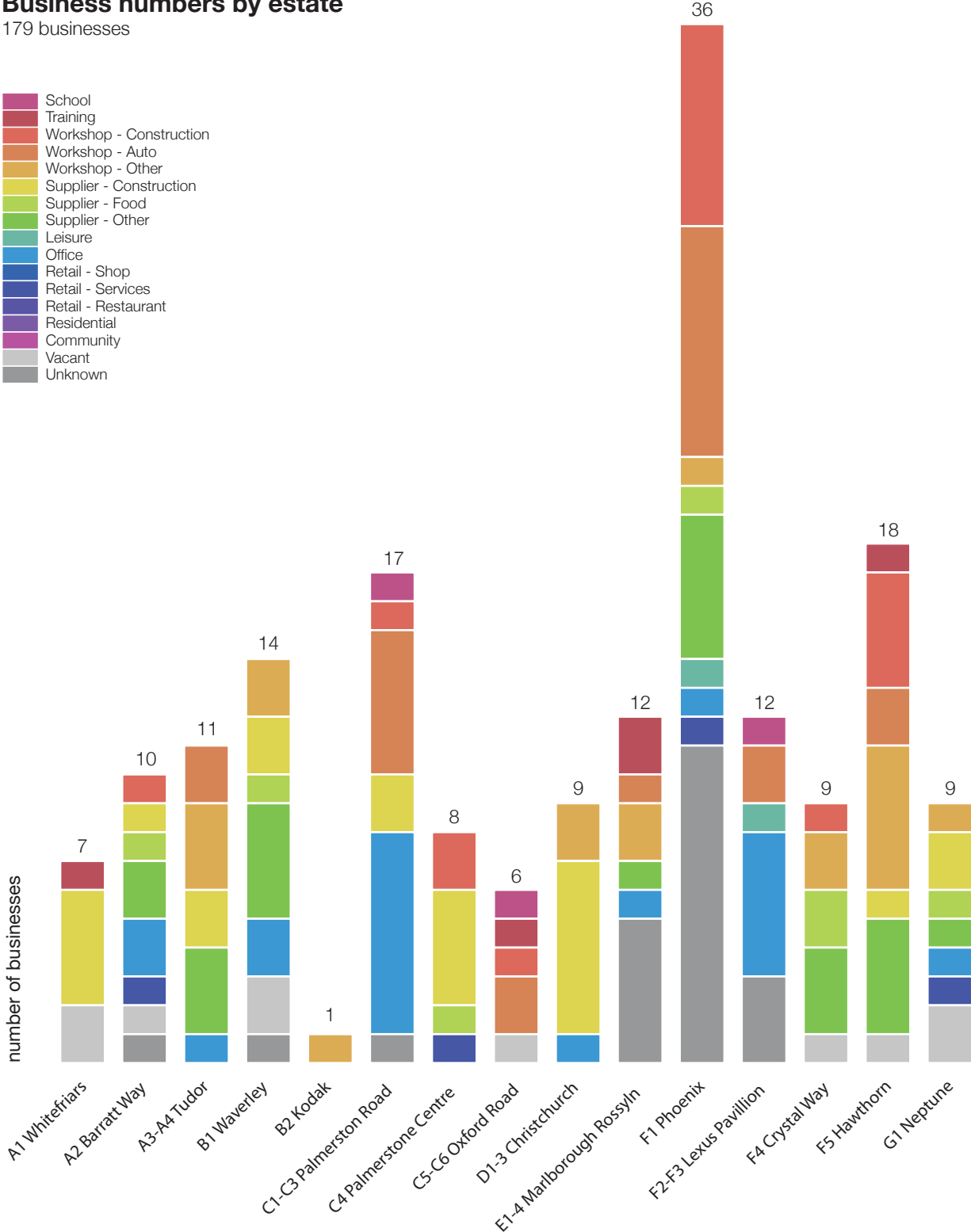
Estate breakdown

All the estates have a large diversity of business uses. *F1 Phoenix* has over double the number of businesses of any other estate, providing premises to 20% of all the businesses.

Business numbers by estate

179 businesses

- School
- Training
- Workshop - Construction
- Workshop - Auto
- Workshop - Other
- Supplier - Construction
- Supplier - Food
- Supplier - Other
- Leisure
- Office
- Retail - Shop
- Retail - Services
- Retail - Restaurant
- Residential
- Community
- Vacant
- Unknown



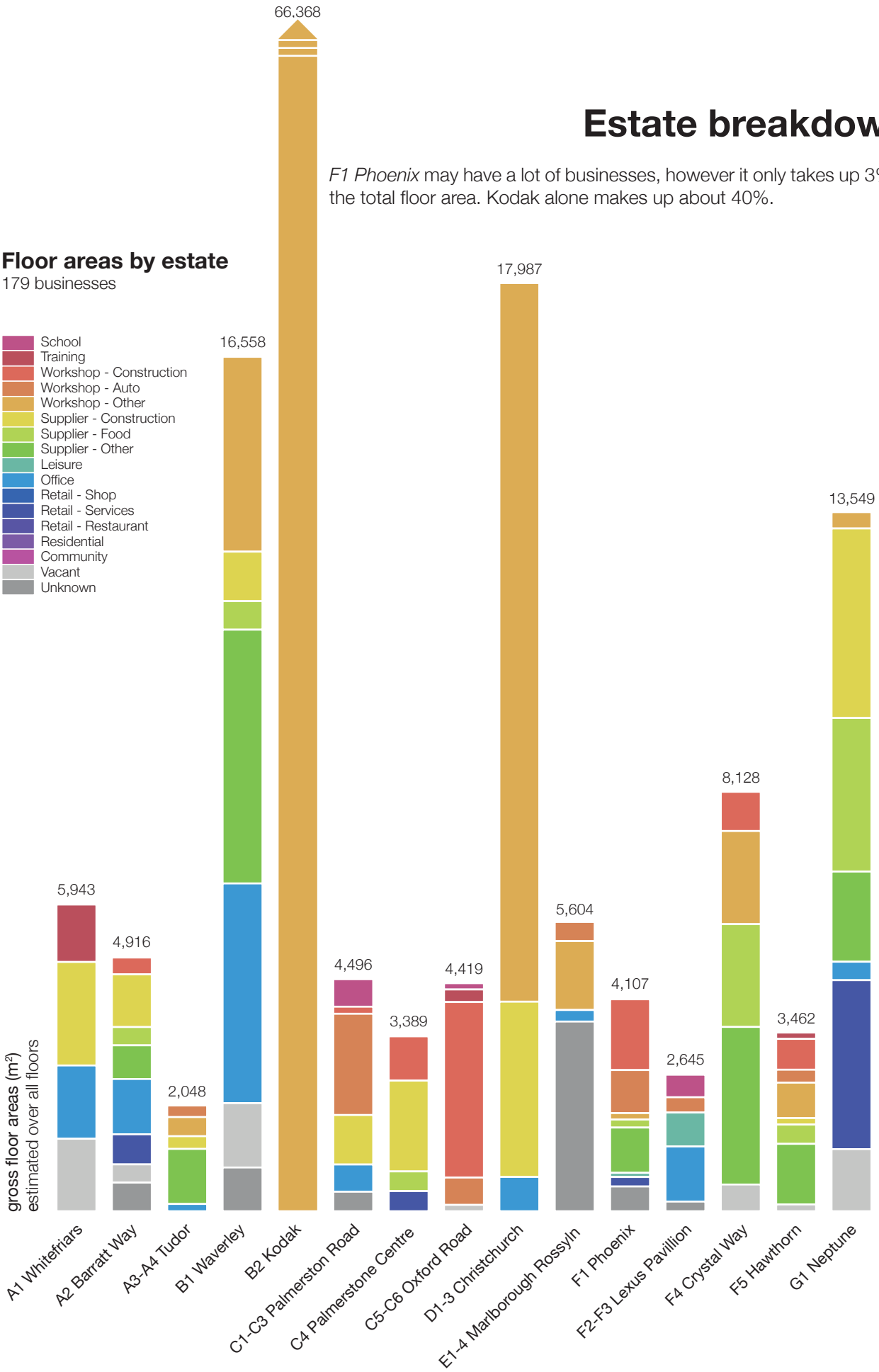
Estate breakdown

F1 Phoenix may have a lot of businesses, however it only takes up 3% of the total floor area. Kodak alone makes up about 40%.

Floor areas by estate

179 businesses

- School
- Training
- Workshop - Construction
- Workshop - Auto
- Workshop - Other
- Supplier - Construction
- Supplier - Food
- Supplier - Other
- Leisure
- Office
- Retail - Shop
- Retail - Services
- Retail - Restaurant
- Residential
- Community
- Vacant
- Unknown



Location

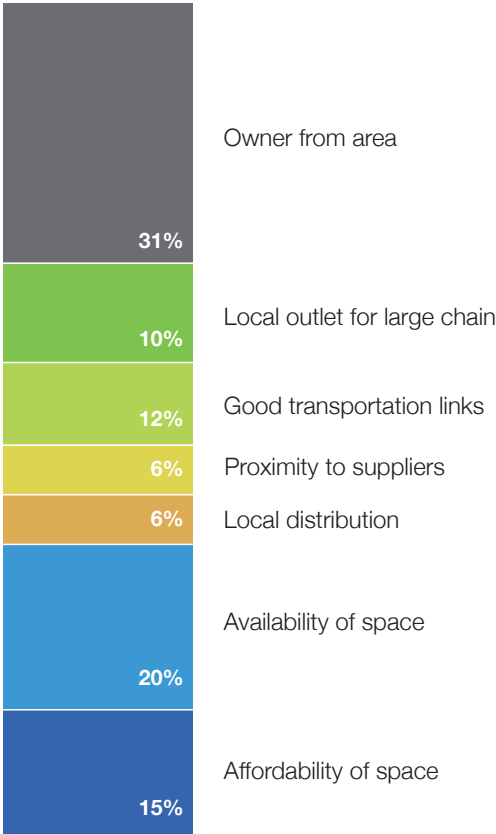
When Kodak opened its factory in Harrow in the 1891 it was surrounded by fields. One important factor for the location of the Kodak factory was the availability of good quality ground water indispensable for the processes in the factory. One ground water well is still being used today.

Businesses, which have started up or moved to Harrow in more recent times have done so primarily for reasons of proximity and accessibility. 31% of businesses are located in Harrow because their owners live close by and another 34% say they are in Harrow because of the proximity and accessibility to their customers.

65% of businesses are in Harrow for *proximity and accessibility*

Reason for current location

Grouping of responses from 51 of 179 businesses

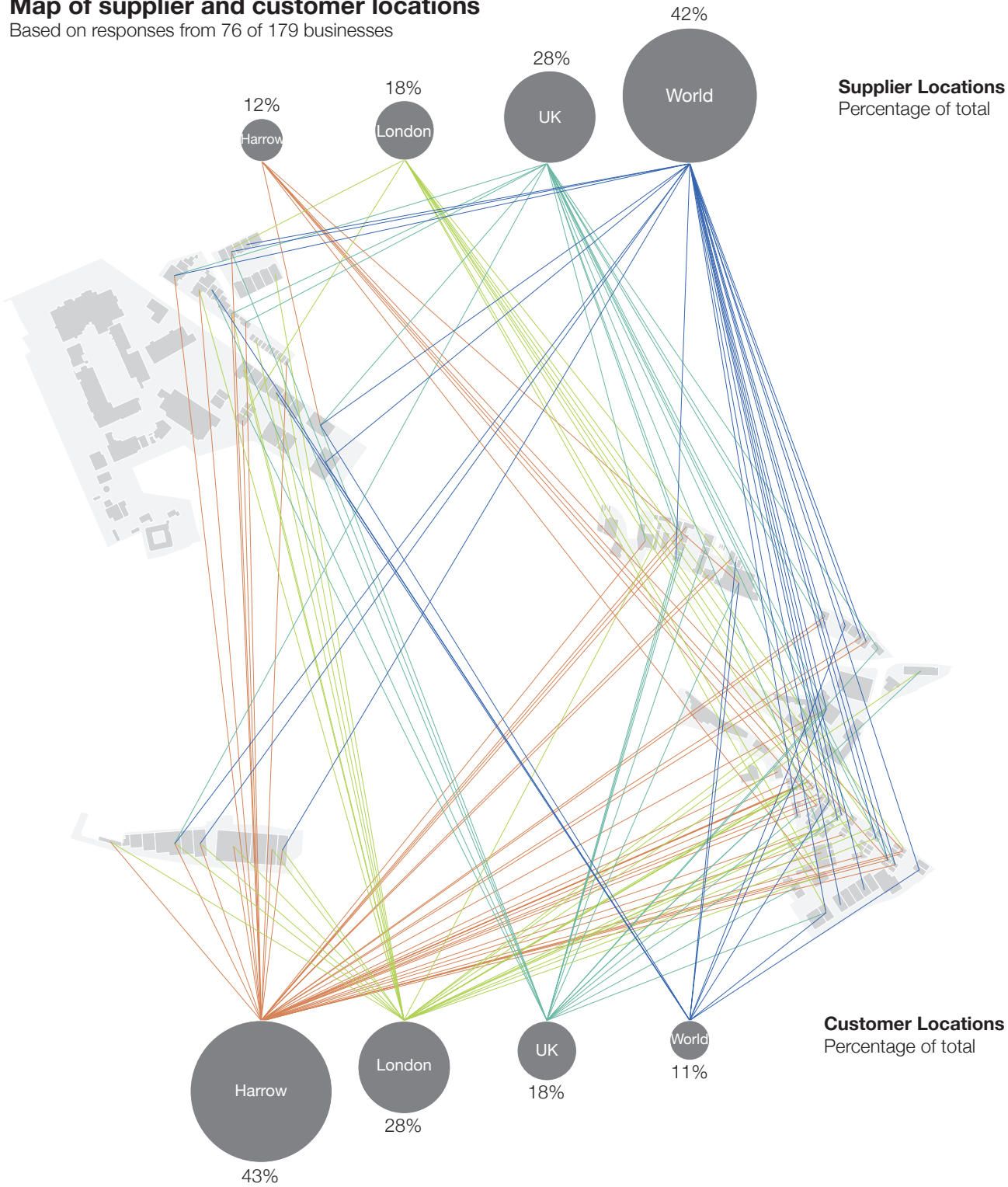


Suppliers and Customers

71% of the businesses supply customers in Harrow and London. The businesses supplying locally tend to be smaller and are less likely to have international customers. That said, it is encouraging to see that over half, 57%, of the businesses supply customers outside of Harrow. However, only 30% of suppliers are from Harrow or London and it is likely that many of their supply chains also originate overseas.

Map of supplier and customer locations

Based on responses from 76 of 179 businesses



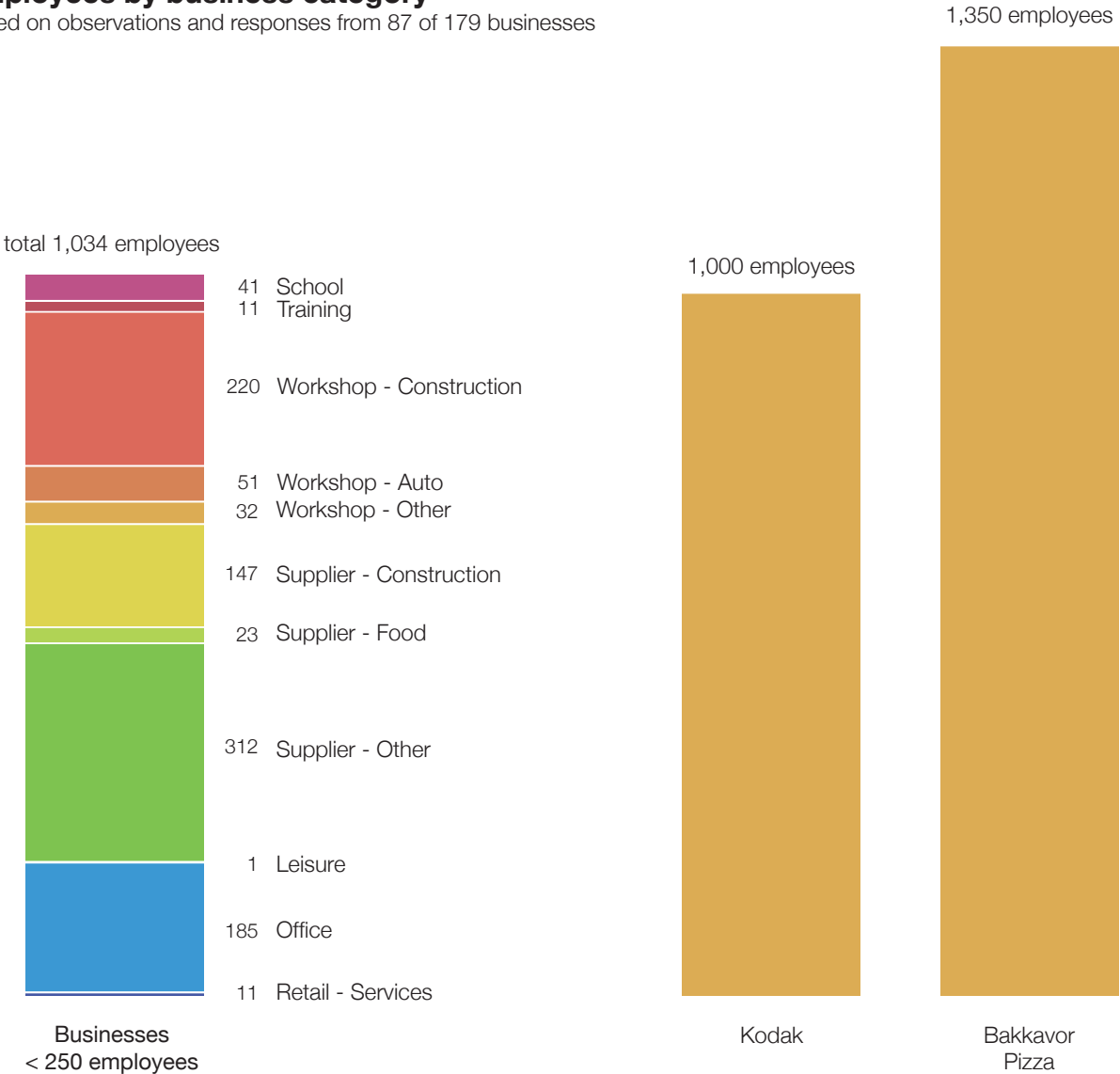
Employees

Bakkavor Pizza and Kodak are the largest employers on Harrow's central industrial estates. Together they have around the same number of employees as all the other businesses combined. Among these smaller businesses with less than 250 employees, the largest portion of people, 33%, work for workshops or suppliers in the construction industry.

33% in businesses with under 250 employees supply the **construction industry**

Employees by business category

Based on observations and responses from 87 of 179 businesses



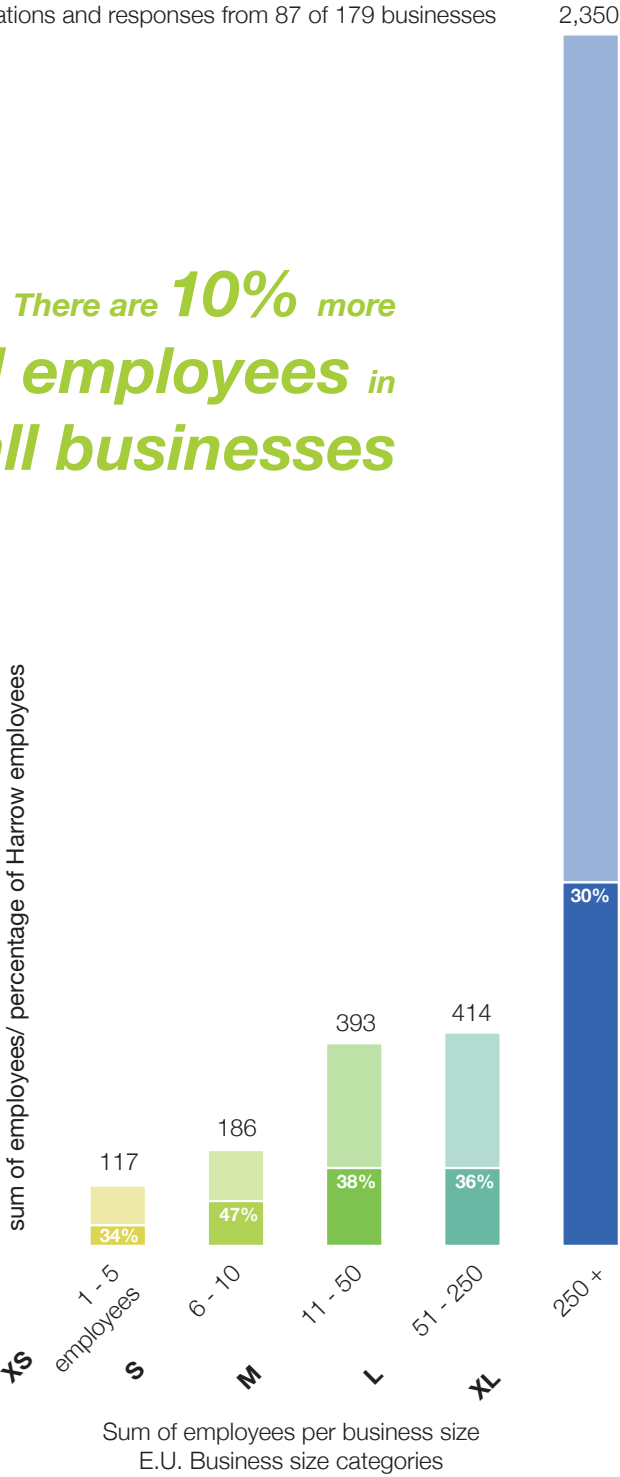
Employees

Extra small to large businesses with less than 250 employees have an average of 12 employees. This agrees with the average obtained from Harrow Council's figures from 2012 of a slightly smaller sample of businesses on the same estates. Small businesses (6-10 employees) have over 10% more local employees from Harrow than all the other business sizes.

Employee numbers by business size

Based on observations and responses from 87 of 179 businesses

There are **10% more local employees in small businesses**



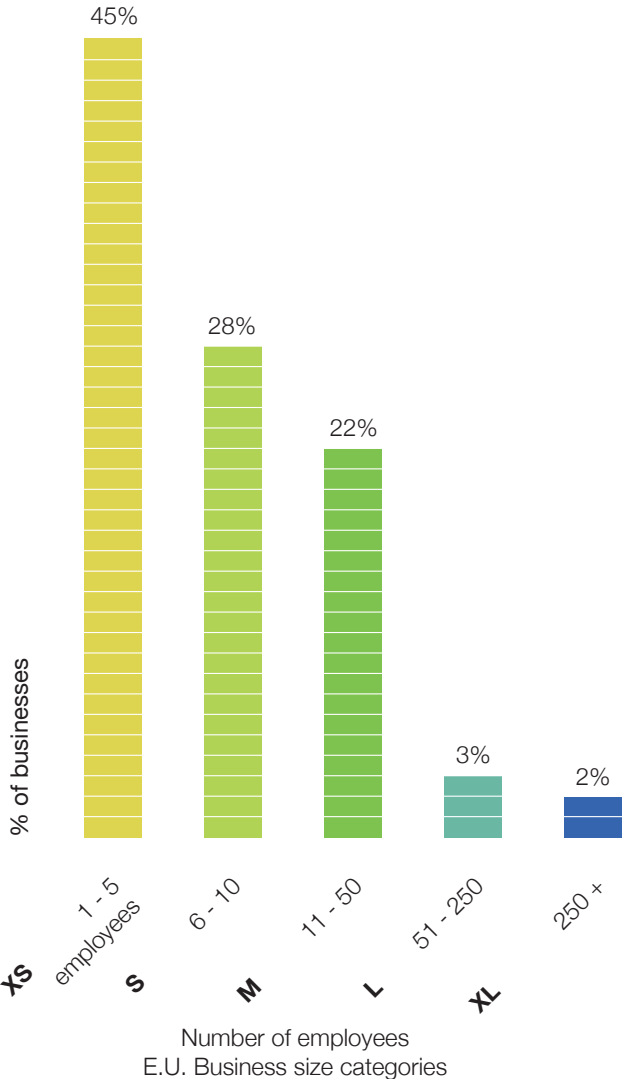
Size

The majority of the businesses in Harrow's central industrial estates are small or extra-small with 10 employees or less. 27% of the businesses have more than 10 employees. Compared to 2011 data from the ONS on all the businesses in Harrow, the industrial estates have more than double the percentages of S, M, L and XL businesses and a third less XS businesses.

45% of businesses have less than **5** employees

Number of businesses by size

Based on responses from and estimates for 87 of 179 businesses



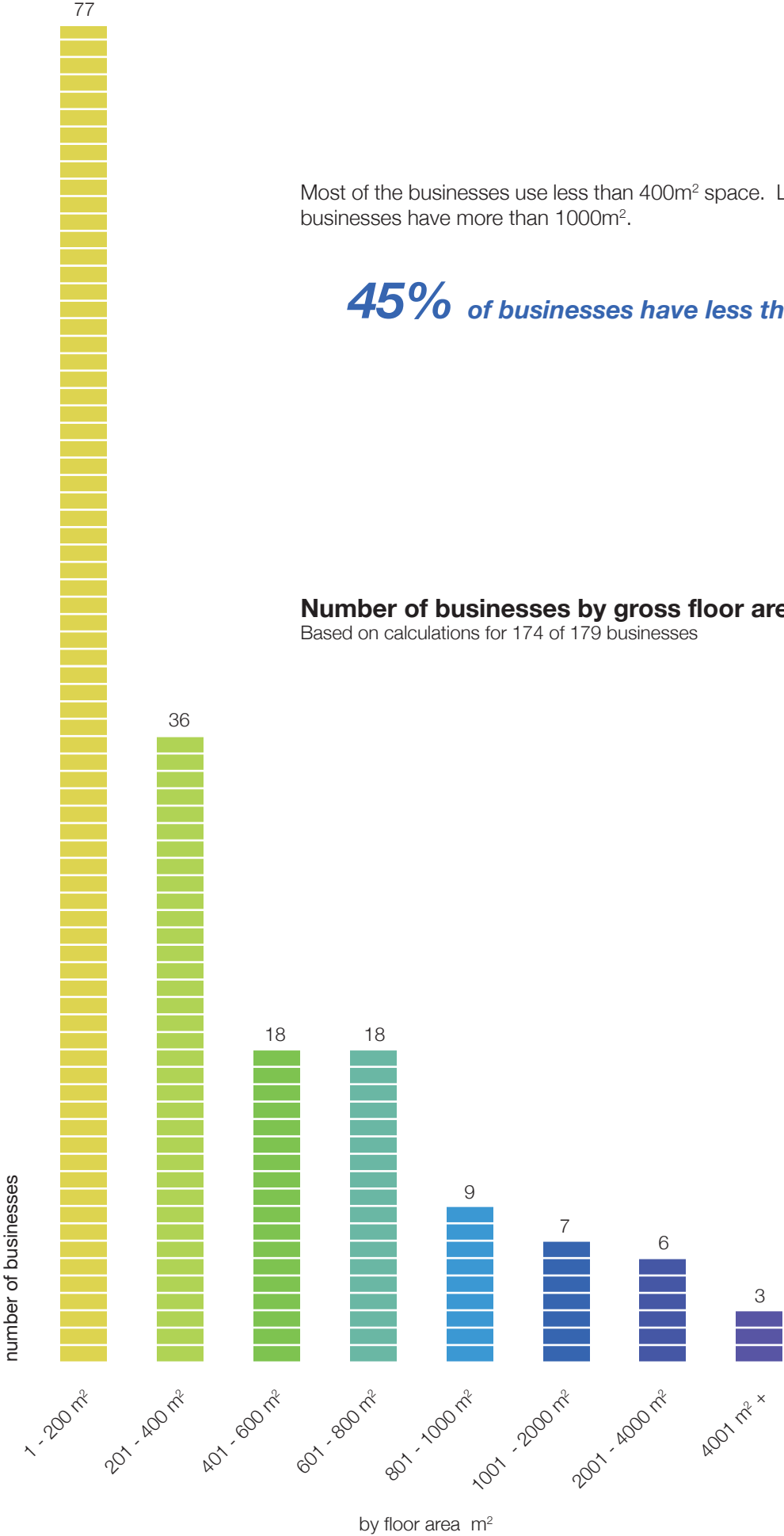
Size

Most of the businesses use less than 400m² space. Less than 10% of the businesses have more than 1000m².

45% of businesses have less than **200m²**

Number of businesses by gross floor area

Based on calculations for 174 of 179 businesses



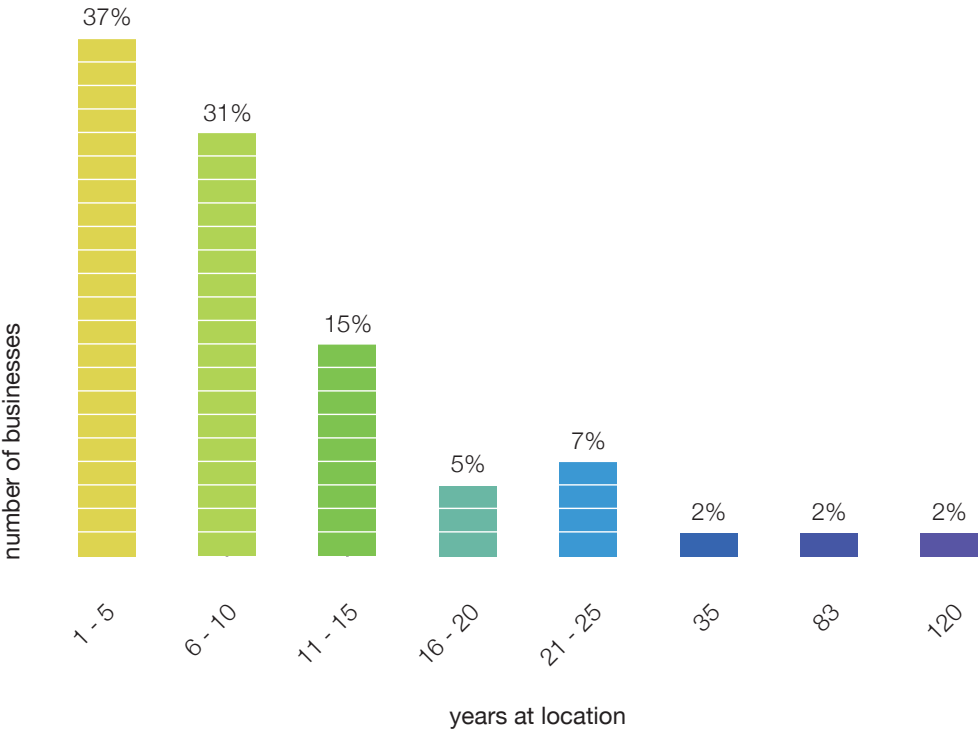
Age

Although the Kodak factory opened over a 100 years ago, on Harrow's central industrial estates today only 6% of the businesses have been at their current locations for over 25 years, while 37% have been there 5 years or less. Compared to 2010 data from the Council on all the businesses in Harrow, on the industrial estates there are 10% fewer businesses that are less than 2 years old and 6% more businesses that are 10 or more years old.

68% in Harrow for up to **10 years**

Years at Location

Based on answers from 54 of 179 businesses



Health

Based on the responses of business owners and employees about the health of the businesses it is estimated that 35% are in good or very good health while 20% are in a difficult or critical situation. That leaves almost half the businesses doing alright. These businesses manage to sustain themselves and their employees despite the difficult economic times that they have been going through.

45% of businesses are doing **OK**

Business health rating

Estimates based on responses from 52 of 179 businesses



Estates A1-A4

A1 Whitefriars Industrial Estate

Unit 1	Harrow College	02 Training	Training for plumbers electricians and carpenters
Unit 2	Plumbase	06 Supplier - Construction	Supplier of plumbing
Unit 3	Nagle Flooring	06 Supplier - Construction	Supplier of flooring
Unit 4	MBS Wholesale	06 Supplier - Construction	Supplier of kitchens and bathrooms
Unit 5	Harrow College	02 Training	Training for plumbers electricians and carpenters
Unit 6	Microlease	10 Office	Leasing of electronic measurement equipment
Unit 7	Microlease	10 Office	Leasing of electronic measurement equipment
Unit 8	Vacant	16 Vacant	Vacant
Unit 9	Vacant	16 Vacant	Vacant
Unit 10	PTS Ltd	06 Supplier - Construction	Supplier of plumbing

A2 Barratt Way Industrial Estate

Unit 1	GE Money	10 Office	Money transactions
Unit 2	Vacant	16 Vacant	Vacant
Unit 3	Optionhire Ltd	12 Retail - Services	Car rentals
Unit 4	GE Money	10 Office	Money transactions
Unit 5	Afon Over	08 Supplier - Other	Supplier of camera and laptop batteries
Unit 6	Howdens Joinery Co.	06 Supplier - Construction	Supplier of kitchens
Unit 7	Tentazioni UK Ltd	07 Supplier - Food	Importer and distributor of Italian food
Unit 9	Unknown	17 Unknown	Unknown
Unit 11	Reflex Office Products	08 Supplier - Other	Supplier of stationery
Unit 13	Kenstar Joinery	03 Workshop - Construction	Joinery

A3 Tudor Enterprise Park

Unit 1	Cara Stationary	08 Supplier - Other	Supplier of office stationery
Unit 2	TK Creamer Roofing Merchant	06 Supplier - Construction	Supplier of roofing materials
Unit 3	DR Limerick Construction	06 Supplier - Construction	Supplier of interior decoration
Unit 4	Eurotec Motors	04 Workshop - Auto	Car repairs
Unit 5	Bees Engineering Co	05 Workshop - Other	Manufacturer of metal bracket for tubes
Unit 6	PBM Technology Ltd	05 Workshop - Other	Manufacture of electronic components
Unit 7	Subvick Ltd	08 Supplier - Other	Supplier of pharmaceuticals
Unit 8	Multilines Interior Shop Fitting	17 Unknown	Unknown
Unit 9	Astec Consultant Services	10 Office	Plumbing and construction site health and safety consultant
Unit 10	Alford Motors	04 Workshop - Auto	Car repairs

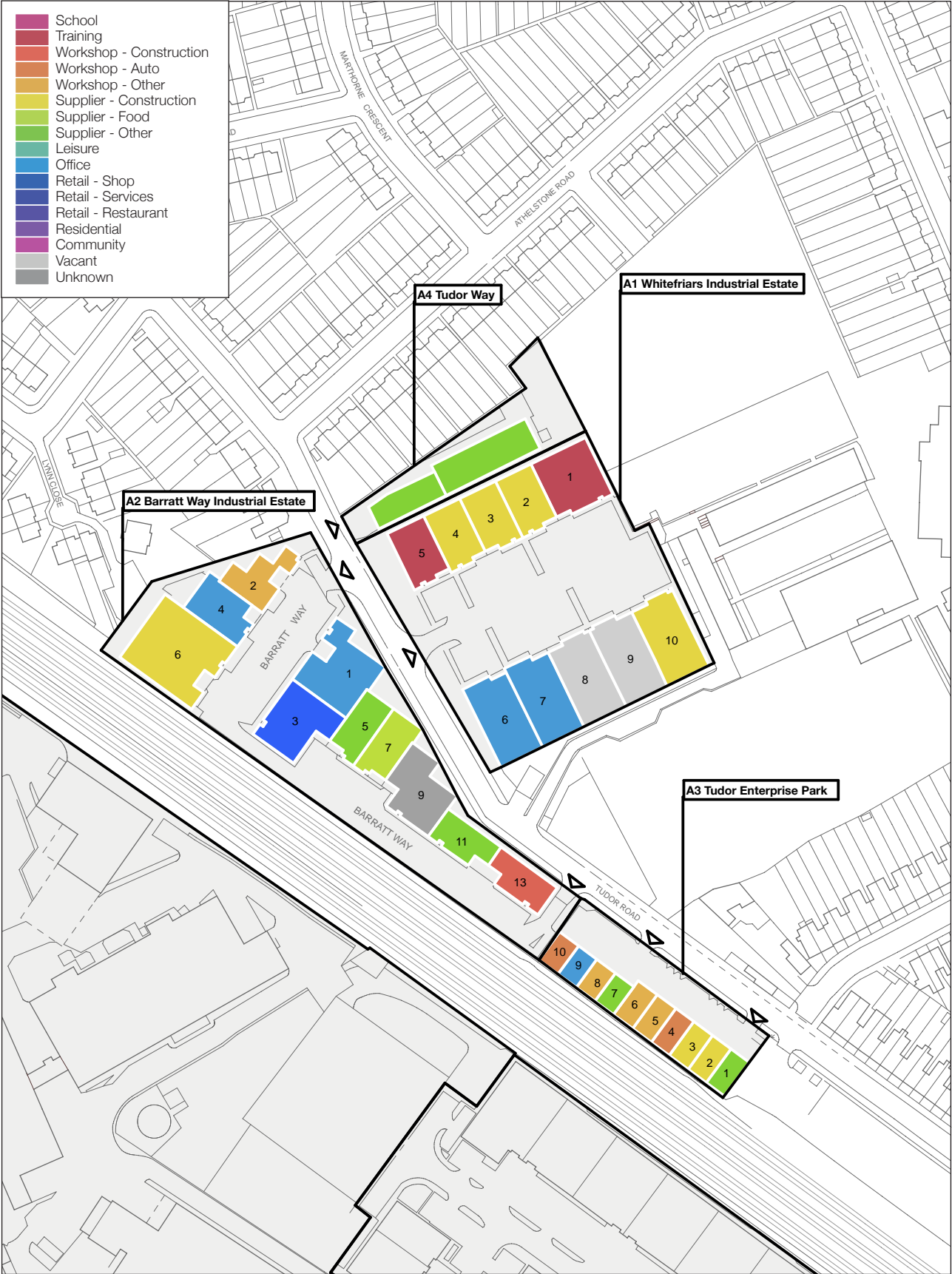
A4 Tudor Road

2A	Aerospheres	08 Supplier - Other	Supplier of aircraft maintenance materials
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Birds-eye view

Estates A1-A4



Plan 1:2000

Estates A1-A4 Profiles

Harrow College

A1 Whitefriars Industrial Estate | Unit 1
02 Training

Activity
Training for plumbers electricians and carpenters
Reason for location
Not enough space on main campus
Years at location
5
No. of employees
8
Supplier locations

Customer locations
Students from Harrow
Notes



PTS Ltd

A1 Whitefriars Industrial Estate | Unit 10
06 Supplier - Construction

Activity
Supplier of plumbing
Reason for location

Years at location
10
No. of employees
7
Supplier locations
National | International
Customer locations
Harrow | London
Notes



Optionhire Ltd

A2 Barratt Way Industrial Estate | Unit 3
12 Retail - Services

Activity
Car rentals
Reason for location
Had to move from previous location because premises was sold
Years at location
0.5
No. of employees
8
Supplier locations

Customer locations
Harrow | London
Notes
Lack of walk-in customers because not visible from street



Cara Stationary

A3 Tudor Enterprise Park | Unit 1
08 Supplier - Other

Activity
Supplier of office stationery
Reason for location

Years at location
1
No. of employees
4
Supplier locations

Customer locations
Harrow | London
Notes
Too complicated and difficult to tender for Council contract



Estates A1-A4 Profiles

Astec Consultant Services A3 Tudor Enterprise Park | Unit 9 10 Office

Activity
Consultant for plumbing and construction site health and safety

Reason for location
Owner from Harrow | Ideal location near M25 and M1

Years at location
6

No. of employees
4

Supplier locations

Customer locations
London | Brent

Notes
Pays 56% of business income in various taxes



People
The owner is called the 'forensic plumber' and writes expert reports on plumbing for various court cases. He is frustrated with tax burden put on small businesses due to the complexity and total amount of all the various taxes from business rates to income tax. He estimates that 56% of his business income is paid in tax.

Business
The owner continuously reinvests his profits into his business. He suggests that the council could lower businesses rates and make them fairer as well as making it easier for local businesses to bid for work for local schools.



Aerospheres A4 Tudor Road | 2A 08 Supplier - Other

Activity
Supplier of aircraft maintenance materials

Reason for location
Accessibility for deliveries to airports

Years at location
21

No. of employees
35

Supplier locations

Customer locations
National | Europe | International

Notes
The premises must meet many safety and other standards



People
The business started in Edgware with 3 people and moved to Harrow to expand. The employees are from all over the world. Although some are graduates, many have a basic education and are trained by the company.

Business
The business is looking to grow and are considering moving to a cheaper and more practical location. They would, however, like to stay in Harrow.



Estate B1

B1 Waverley Industrial Estate

Unit 1	Microlease	08 Supplier - Other	Leasing of electronic measurement equipment
Unit 2	Esterline Communication Systems	05 Workshop - Other	Development/manufacture military communication equipment
Unit 3	Esterline Communication Systems	05 Workshop - Other	Development/manufacture military communication equipment
Unit 4	Esterline Communication Systems	05 Workshop - Other	Development/manufacture military communication equipment
Unit 5	Crystal Farmer	08 Supplier - Other	Supplier of pharmaceuticals
Unit 6	Artek Display Ltd	05 Workshop - Other	Manufacturer of Christmas decorations
Unit 7	Yamato Transport Group BV	08 Supplier - Other	Transport and delivery to and from Japan
Unit 8	Unknown	17 Unknown	Unknown
Unit 9	Vacant	16 Vacant	Vacant
Unit 10	Imega Print (London) Ltd	05 Workshop - Other	Printing
Unit 11.0	Harrow NHS Wheelchair Service	08 Supplier - Other	Supplier of wheelchairs
Unit 11.1	Harrow NHS school Nurses	10 Office	School nurses
Unit 12	City Electrical Factors Ltd	06 Supplier - Construction	Supplier for electricians
Unit 13	Elite Supplements	07 Supplier - Food	Supplier of protein supplements
Unit 14	Vacant	16 Vacant	Vacant
Unit 15	Velstone Ltd	06 Supplier - Construction	Supplier of work tops for residential/commercial/industrial uses



Birds-eye view

Estate B1



Estate B1 Profiles

Microlease

B1 Waverley Industrial Estate | Unit 1
08 Supplier - Other

Activity
Leasing of electronic measurement equipment
Reason for location
Started in Harrow | Good location for shipping to customers
Years at location

No. of employees
150 locals and commuters
Supplier locations
International
Customer locations
International

Notes
Little choice for lunch in immediate area

People
The owner is from the area. The company looks for people with a very specific engineering background. They have a canteen that provides breakfast and lunch to the employees because there is not much decent food within walking distance.

Business
The business was started 30 years ago on the Whitefriars Industrial Estate in Harrow. Today they have offices in the USA, France, Italy and Asia.



Estate B1 Profiles

Harrow NHS school Nurses

B1 Waverley Industrial Estate | Unit 11.1
10 Office

Activity
School nurses
Reason for location
No space in clinics
Years at location

No. of employees
10 part-time
Supplier locations

Customer locations
Harrow | schools

Notes
Part-time nurses drive to schools around Harrow



Elite Supplements

B1 Waverley Industrial Estate | Unit 13
07 Supplier - Food

Activity
Supplier of protein supplements
Reason for location
Owner from the area
Years at location

No. of employees
10
Supplier locations
National | International

Customer locations
Harrow | London | 3000 clients within 10 miles

Notes
Rent increasing | Looking for cheaper premises outside London



Esterline Communication Systems

B1 Waverley Industrial Estate | Unit 2
05 Workshop - Other

Activity
Development and manufacture of military communication equipment
Reason for location
Affordable space to amalgamate Watford and Wembley sites
Years at location
23

No. of employees
124 Total | 30 Manufacturing products

Supplier locations
Harrow | national | international

Customer locations
National | International

Notes
Only a part of production still happens on the premises



Yamato Transport Group BV

B1 Waverley Industrial Estate | Unit 7
08 Supplier - Other

Activity
Transport and delivery to and from Japan
Reason for location
Cheap rent, good road links
Years at location

No. of employees
7 in office + 10 in removals + 15 in warehouse

Supplier locations
Package deliveries and removals to and from Japan

Customer locations
Mostly London | Mostly Japanese people

Notes
The office employees are almost all Japanese



Estate B2

B2 Kodak

Kodak

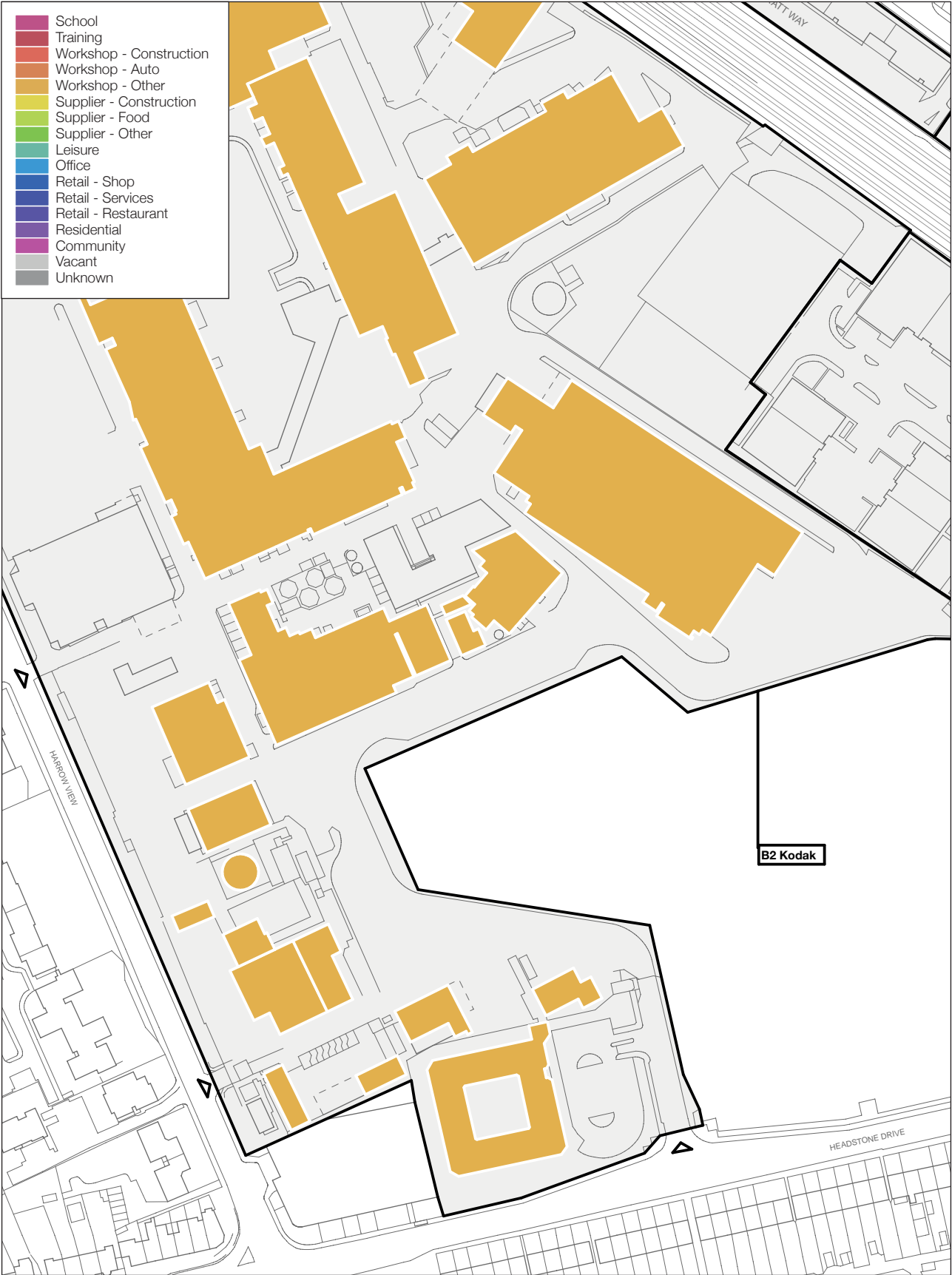
05 Workshop - Other

Manufacturer of colour photographic paper



Birds-eye view

Estate B2



Plan 1:2000

Estate B2 Profile

Kodak B2 Kodak | 05 Workshop - Other

Activity
Manufacturer of colour photographic paper

Reason for location
Good quality ground water

Years at location
120

No. of employees
300 in production + 700 in support | 6000 in the 1960s

Supplier locations
International

Customer locations
London | National | International

Notes
Uncertainty as to when factory will close

People
Bob, the site manager, has worked at Kodak for 35 years. He was in his teens when he started and his brother and sister had worked at Kodak before him. Most of the workforce is now between 40 and 50 years old. They work on 12 hours shifts in three teams, one working and one resting while the third takes time off.

Business
The factory runs 24 hours for 5 days a week. The heart of the production is where the light sensitive emulsion is applied to the paper. This happens at high speed on two production lines. Much of the process happens in the dark because the emulsion is light sensitive.



The control room



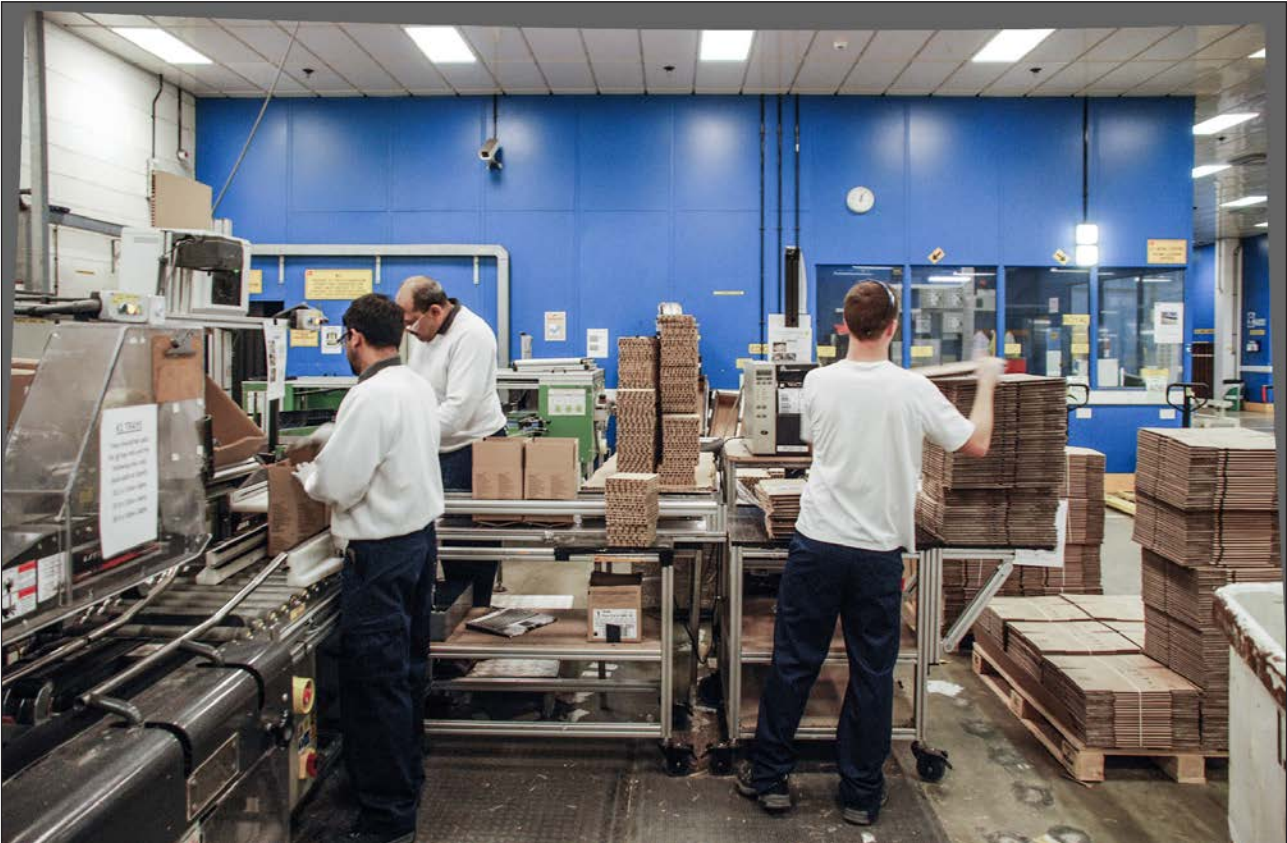
Testing the paper



Finished roles of colour photographic paper



Checking the paper for inconsistencies



Packaging

Estates C1-C6

C1 Palmerston Road 5-11

Unit 5	Dellers Car Care	04 Workshop - Auto	Car repair
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C2 Palmerston Road 35-39

35-39	Capital Coach Works	04 Workshop - Auto	Car repair
35-39	Halfords Auto Centre	04 Workshop - Auto	Car repair
35-39	Prime Tyre Ltd	04 Workshop - Auto	Car repair
35-39	Prime Hand Car wash	04 Workshop - Auto	Car wash

C3 Palmerston Road 59A, Raymac House

55	Middlesex College of Law	01 School	International college of law
59	Albro Windows Ltd	06 Supplier - Construction	Supplier and installer of windows
59A	Disc Wizards	10 Office	Manufacturing service for CDs and DVDs
59A	Redstore	10 Office	Unknown
59A	F.M.M. Services Ltd	10 Office	Unknown
59A	Globallink	10 Office	Unknown
59A	Universal Toiletries	10 Office	Unknown
59A	JUK Connect Ltd	10 Office	Unknown
59A	V. Mistry	10 Office	Unknown
59A	Raymac Ltd	17 Unknown	Unknown
59B	Concept Glazing Systems	06 Supplier - Construction	Supplier of double glazing
59C	Rawcraft Ltd	03 Workshop - Construction	Joinery

C4 Palmerstone Centre

Unit 1	Construction Solutions Ltd	03 Workshop - Construction	Construction contractors
Unit 2	Copylogic	12 Retail - Services	Commercial printing and copying
Unit 3	Londonguild Ltd	06 Supplier - Construction	Electrical contractors
Unit 5.1	Daltec A1 Limited	06 Supplier - Construction	Electrical wholesale
Unit 5.2	Rox Interiors	03 Workshop - Construction	Construction sub-contractor for WC and lift core fit-out
Unit 6	Sam's	07 Supplier - Food	Supplier and head office for Sam's takeaways
Unit 7	Johnstone's Decorating Centre	06 Supplier - Construction	Supplier and consultant for interior decoration
Unit 8	Dynamic Electric Co. Ltd	06 Supplier - Construction	Electrical wholesale

C5 Oxford Road

1	Wealdstone Motor Sales Ltd	04 Workshop - Auto	Car repair and sales
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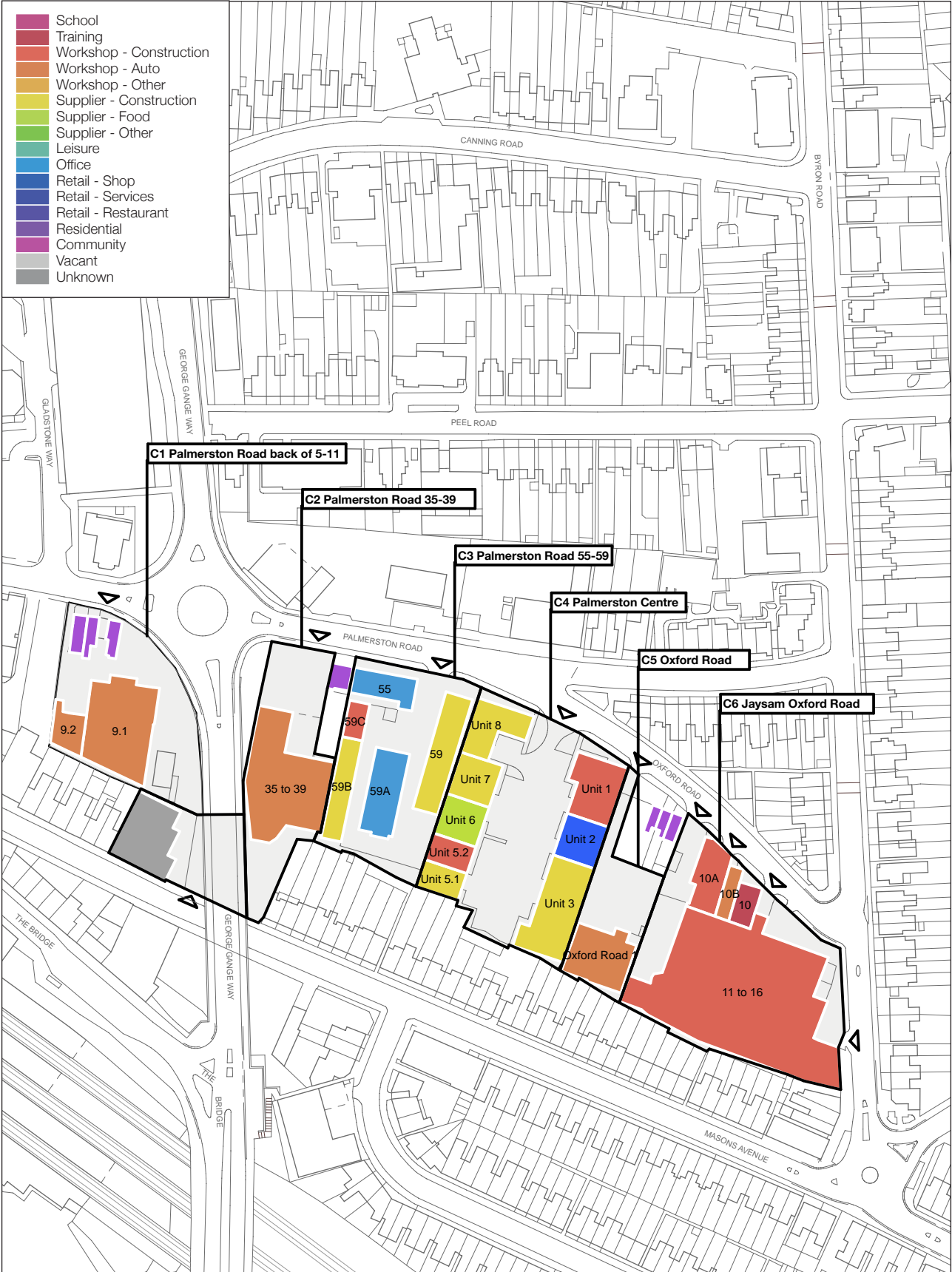
C6 Jaysam, Oxford Road

10.0	Middlesex Academy of Business	01 School	College
10.1	Vacant	16 Vacant	Was Puja Travel and Dream Homes
10.2	Lincoln College	02 Training	Language school
11-16	Jaysam	03 Workshop - Construction	Joinery for bespoke furniture
10A,10C,14	Jaysam	03 Workshop - Construction	Joinery for bespoke furniture
10B	Ram Motors Ltd	04 Workshop - Auto	Car repairs



Birds-eye view

Estates C1-C6



Estates C1-C6 Profiles

Dellers Car Care

C1 Palmerston Road | 5
04 Workshop - Auto

Activity
Car repair
Reason for location
Years at location
No. of employees
Supplier locations
Customer locations

Notes
Closed down temporarily. Site has been sold.



Prime Tyre Ltd

C2 Palmerston Road | 35-39
04 Workshop - Auto

Activity
Car repair
Reason for location
Local owner | At heart of Auto Harrow area
Years at location
2
No. of employees
3
Supplier locations
National
Customer locations
Harrow

Notes
Local owners also run car wash | Site to be developed



Middlesex College of Law

C3 Palmerston Road | 55
01 School

Activity
International college of law
Reason for location
Move to larger premises 2 years ago
Years at location
3
No. of employees
16 | Very few in Harrow
Supplier locations

Customer locations
50-60 international students

Notes
Looking to attract more law students



Disc Wizards

C3 Palmerston Road | 59A Raymac House
10 Office

Activity
Manufacturing service for CDs and DVDs
Reason for location
Owners are from Harrow
Years at location
8
No. of employees
6
Supplier locations

Customer locations
Mostly National | Also Europe, USA and Australia

Notes
Happy with the building and the rent



Estates C1-C6 Profiles

Albro Windows Ltd

C3 Palmerston Road | 59

06 Supplier - Construction

Activity

Supplier and installer of windows

Reason for location

Local family business

Years at location

35

No. of employees

10 | 20 made redundant in 2011

Supplier locations

National

Customer locations

Harrow | London

Notes

Business is shrinking | Harrow employees for over 2 generations

People

One employee, who was born in Harrow, has worked for this family business for 26 years and is described as “part of the furniture”. 20 people were made redundant 2 years ago as the business had to adjust.

Business

The business stopped manufacturing windows 2 years ago and today it subcontracts both production and fitting of the windows.



Estates C1-C6 Profiles

Londonguild Ltd

C4 Palmerstone Centre | Unit 3
06 Supplier - Construction

Activity
Electrical contractors
Reason for location

Years at location
0.5
No. of employees

Supplier locations

-

Customer locations

-

Notes
Business is shrinking | Harrow employees for over 2 generations



Sam's

C4 Palmerstone Centre | Unit 6
07 Supplier - Food

Activity
Supplier and head office for Sam's takeaways
Reason for location
Owner is from Harrow | Business started in Harrow
Years at location

No. of employees
10

Supplier locations

Customer locations
London | National | 40 franchises in South East

Notes



Dynamic Electric Co. Ltd

C4 Palmerstone Centre | Unit 8
06 Supplier - Construction

Activity
Electrical wholesale
Reason for location
Harrow based owners

Years at location
2

No. of employees
3

Supplier locations

-

Customer locations
Mostly Harrow

Notes
Independent businesses



Jaysam

C6 Jaysam, Oxford Road | 10A, 10C, 14
03 Workshop - Construction

Activity
Joinery for bespoke furniture
Reason for location
Coincidence | Began in Harrow and space allowed for expansion

Years at location
25

No. of employees
35 in office + 35 in workshop + 70 on site

Supplier locations
Harrow | London

Customer locations
London | National

Notes
Large family business | Has just opened new offices



Estates C1-C6 Profiles

Wealdstone Motor Sales Ltd

C5 Oxford Road | 1
04 Workshop - Auto

Activity
Car repairs and sales
Reason for location
Local family business
Years at location
20
No. of employees
6 | Half are from Harrow
Supplier locations

Customer locations
Harrow

Notes
The head mechanic has worked for local owners for 14 years

People
The head mechanic, has worked at Wealdstone for 14 years. He grew up with the owner in Harrow and learnt his skills on the job.

Business
The business was started 20 years ago as a car repair and MOT shop. It expanded into car sales about 7 years ago.



Estates D1-D3

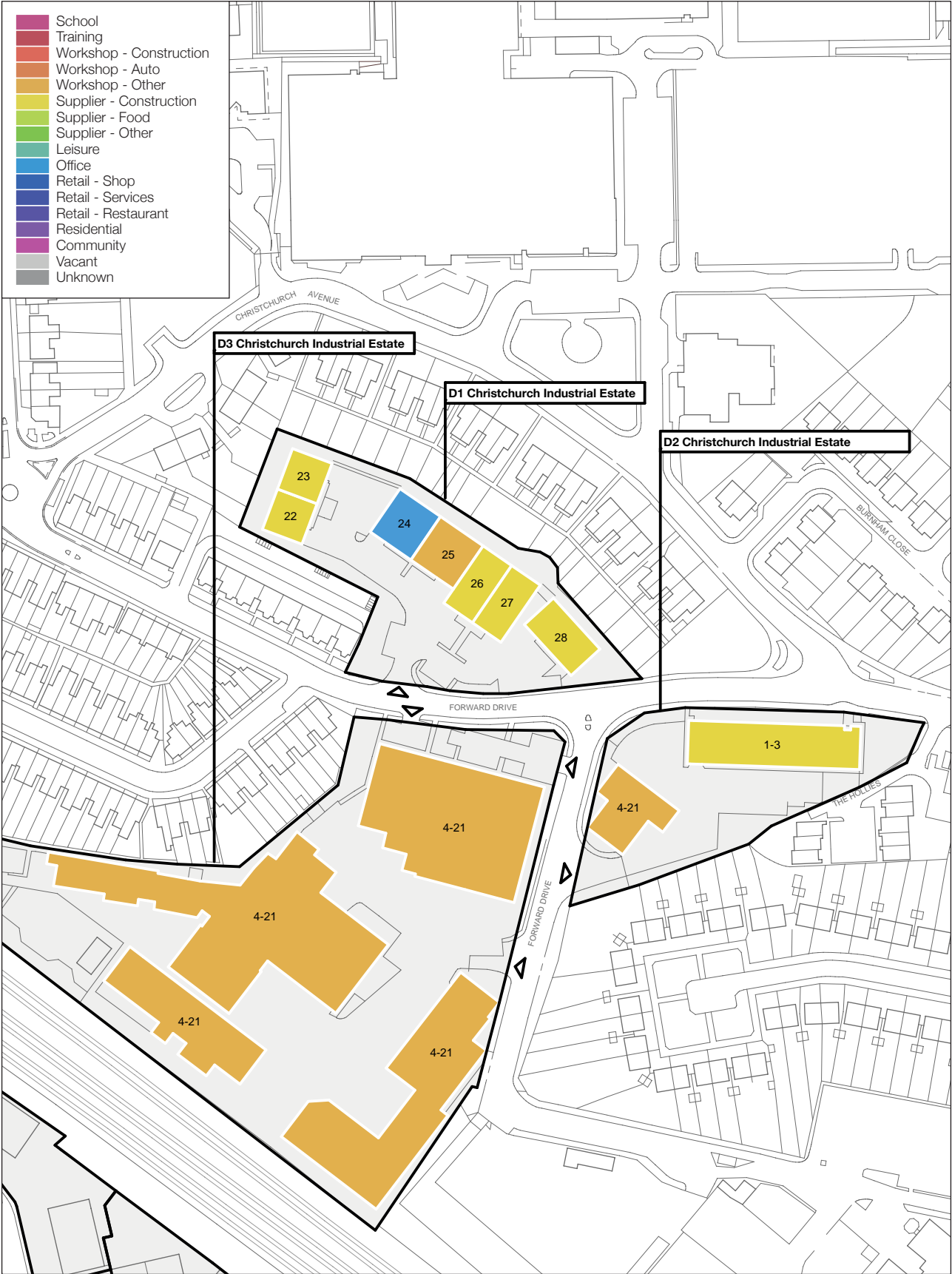
D1-D3 Christchurch Industrial Estate

Units 1-3	Levolux Ltd	06 Supplier - Construction	Supplier of solar shading for buildings
Units 4-21	Bakkavor Pizza	05 Workshop - Other	Manufacturer of pizza
Unit 22	Graham Plumbing Merchant	06 Supplier - Construction	Plumbing wholesale
Unit 23	Tile King	06 Supplier - Construction	Supplier of tiles
Unit 24	Artistic Licence Engineering	10 Office	Supplier of stage and architectural lighting systems
Unit 25	Allstar Digital Printing Excellence	05 Workshop - Other	Digital printing
Unit 26	Edmundson Electrical	06 Supplier - Construction	Electrical Suppliers national
Unit 27	Screwfix	06 Supplier - Construction	Supplier of interior decoration
Unit 28	Plumb Centre	06 Supplier - Construction	Plumbing wholesale



Birds-eye view

Estates D1-D3



Plan 1:2000

Estates D1-D3 Profiles

Artistic Licence Engineering

Christchurch Industrial Estate Unit 24

Office

Activity

Plumbing wholesale

Reason for location

The boss set up the business 25 years ago in Harrow and lives there

Years at location

7

No. of employees

5

Supplier locations

National | International

Customer locations

European | Dubai | some projects in Angola and Brazil

Notes

Want to move to cheaper space outside of Harrow



Business

The business designs and supplies temporary and permanent complex lighting solutions and displays for concerts and buildings.



Edmundson Electrical

D1 Christchurch Industrial Estate | Unit 26

06 Supplier - Construction

Activity

Electrical Suppliers national

Reason for location

Branch of multi-national chain

Years at location

8

No. of employees

10

Supplier locations

International

Customer locations

Harrow

Notes

Manger from Harrow



People

The manager, was born in Harrow. He went directly from school to work for Edmundson because he was into physics and wanted to advise clients on electrical solutions for their homes and workplaces.

Business

The company was founded in 1801 and has many branches. This Harrow branch opened 10 years ago.



Estates D1-D3 Profiles

Graham Plumbing Merchant

D1 Christchurch Industrial Estate | Unit 22
06 Supplier - Construction

Activity
Plumbing wholesale

Reason for location
Owner is based in Harrow

Years at location
15

No. of employees
2 | One of them started straight from school

Supplier locations
National

Customer locations
Harrow

Notes
Local owner



Tile King

D1 Christchurch Industrial Estate | Unit 23
06 Supplier - Construction

Activity
Supplier of tiles

Reason for location
Cheaper rent and parking

Years at location
2

No. of employees
2 | One family member when owner is at other business

Supplier locations
National

Customer locations
Harrow

Notes
Relatively new business



Bakkavor Pizza

D3 Christchurch Industrial Estate | Units 4-21
05 Workshop - Other

Activity
Manufacturer of pizza

Reason for location
Existing business bought by Bakkavor | Space for expansion

Years at location

No. of employees
1350

Supplier locations
National | International

Customer locations
Harrow | National | International

Notes
Owned by Icelandic company | Smell of pizza crust around area



Business
Local business Katie's Kitchen was purchased in 2001 by Bakkavor, an Icelandic company. Bakkavor pizza opened in 2003.



Estates E1-F1

E1	Marlborough Hill		
	Mechanical Services Ltd	10 Office	Installation of commercial and industrial heating systems
E3	Rosslyn Crescent		
Units 1-2	DBDA	08 Supplier - Other	Supplier of educational material on safety
Units 3-4	West Hill Motor Services Ltd	04 Workshop - Auto	Car repair
E4	Rosslyn Crescent		
31 - 37	Edward J Wood & Co. (Printers)	05 Workshop - Other	Design, manufacture and printing of cardboard packaging
F1	Phoenix Industrial Estate		
Unit A1	Franchi Seeds of Italy Ltd	08 Supplier - Other	Import and distribution of Italian seeds
Unit A2	Harrow Auto Service Ltd	04 Workshop - Auto	Car repair
Unit A4	Unknown	17 Unknown	Unknown
Unit B1	Barton Interiors	03 Workshop - Construction	Joinery for bespoke interiors and exhibition stands
Unit B2	URT1 Ltd	08 Supplier - Other	Internet gift sales
Unit B3	SK Pani Puri Ltd	05 Workshop - Other	Manufacturer of Indian fried snacks
Unit B4A	SK Pani Puri Ltd	05 Workshop - Other	Manufacturer of Indian fried snacks
Unit B4	D&L Contract Services	12 Retail - Services	Building maintenance and repairs
Unit B5	Galaxy Windows	03 Workshop - Construction	Supplier and fitter of windows and doors
Unit B6	Fairview Health Ltd	08 Supplier - Other	Pharmaceutical distributor
Unit B7	Y & S Joinery Ltd	03 Workshop - Construction	Joinery for bespoke windows, doors and stairs
Unit C1	Barton Interiors	03 Workshop - Construction	Joinery for bespoke interiors and exhibition stands
Unit C2	Unknown	03 Workshop - Construction	Unknown
Unit C3	Sangam	07 Supplier - Food	Manufacture and distribution of paneer cheese
Unit D1	URT1 Ltd	08 Supplier - Other	Internet gift sales
Unit D2	Unknown	17 Unknown	Unknown
Unit D4	B&M Glazing	03 Workshop - Construction	Supplier and installer of specialist glazing
Unit D5	MND Autos	04 Workshop - Auto	Repair and sales of automatic transmission and turbochargers
Unit D6	Car VIP	04 Workshop - Auto	Car repairs
Unit D7	Krystal London	04 Workshop - Auto	Design and manufacturer of jewellery
Unit F1-F2	Unknown	08 Supplier - Other	Internet sales
Unit F3-F4	BBM Recovery & Auto Repairs	04 Workshop - Auto	Recovery and auto repairs
Unit F5	Wayne Gates	04 Workshop - Auto	Mercedes Benz auto repairs
Unit F6	Unknown	17 Unknown	Unknown
Unit F7	Crossface Training Center	09 Leisure	Mixed martial arts training
Unit F8	Unknown	17 Unknown	Unknown
Unit G1	Mercedes Benz Servicing	04 Workshop - Auto	Mercedes Benz auto repairs
Unit G2	Transmach Systems Ltd	08 Supplier - Other	Supplier of ticketing systems for buses
Unit G3	Sanghani Wardrobe	03 Workshop - Construction	Supplier and installer of bespoke wardrobes
Unit H1	ACH Bodyshop	04 Workshop - Auto	Car repairs and painting
Unit H2	ACH Bodyshop	04 Workshop - Auto	Car repairs and painting
Unit H3	Mr Amlani	17 Unknown	Unknown



Birds-eye view

Estates E1-F1



Plan 1:2000

Estates E1-F1 Profiles

Mechanical Services Ltd

E1 Marlborough Hill

10 Office

Activity

Installation of commercial and industrial heating systems

Reason for location

Moved from Dudley House in Harrow

Years at location

13

No. of employees

12 in office + 18 on site

Supplier locations

National

Customer locations

Harrow | London

Notes

Used to get lots of work from Harrow Council across the street



People

The lady in charge of administration waves across the street to Harrow Council shouting, "Harrow we're over here". The business no longer gets contracts from Harrow Council as it used to.

She suggests that Harrow give priority to local companies for maintenance contracts, rather than large external contractors.

Business

The business is looking to move and sell the property it is currently in.



Edward J Wood & Co. (Printers) Ltd

E4 Rosslyn Crescent | 31 - 37

05 Workshop - Other

Activity

Design, manufacture and printing of cardboard packaging

Reason for location

Been at location a long time

Years at location

83

No. of employees

15

Supplier locations

London | International

Customer locations

London | International

Notes



People

The current owner's father's uncle started the business in 1922 in Elephant and Castle. The owner draws and tests box designs before producing them.

Business

The company makes cardboard retail packaging for consumer products. Its business niche is producing short runs of around 10'000 cartons. Among its customers is Winsor and Newton which used to produce artist paints in Harrow.



Estates E1-F1 Profiles

DBDA

E3 Rosslyn Crescent | Units 1 and 2
08 Supplier - Other

Activity
Supplier of educational material on safety
Reason for location
Transport links
Years at location
15
No. of employees
30
Supplier locations

Customer locations
London | Public sector and private companies

Notes
Part of Bob Geldof's factual multimedia group Ten Alps



Business
Part of Bob Geldof's factual multimedia group Ten Alps. The business supplies home, office and road safety educational material. It supplies DVDs to every preschool child in London for the children's traffic club.

Location
The business is reducing its warehouse space and will be moving in a few months. They are looking for cheaper and nicer premises outside of London, not too far away. Harrow's image is no longer as good as 30 years ago.



Barton Interiors

F1 Phoenix Industrial Estate | Units B1 | C1
03 Workshop - Construction

Activity
Joinery for bespoke interiors and exhibition stands
Reason for location
Expansion | Close to London and A40 | Reasonable rent
Years at location
20
No. of employees
7 + Subcontractors
Supplier locations
London and vicinity

Customer locations
London builders | International Exhibition stands for companies

Notes
Family business



Business
The family business was started 40 years ago and moved to Harrow 20 years ago for more space. Their clients are mostly in central London.

Location
The business is located in an old brick factory building with a large glazed roof providing lots of light. They use an additional unit as storage.



Estates E1-F1 Profiles

Franchi Seeds of Italy Ltd

F1 Phoenix Industrial Estate | A1
08 Supplier - Other

Activity
Import and distribution of Italian seeds

Reason for location
Family from Harrow | perfect size | great road connections | cheap

Years at location
7

No. of employees
4 in summer | 8 people in winter | locals and Italians

Supplier locations
Italy | Franchi seeds and other products

Customer locations
UK | Carluccio's, garden centres, delicatessens, Garden Museum

Notes
Owner is third generation Italian in the UK

People
The owner is third generation Italian in the UK. His grandmother moved from Italy to Harrow in 1890. He is proud of his Italian heritage and repairs old Italian hand organs as a hobby.

Business
The business supplies Franchi seeds as well as other Italian products to retailers in London and across the UK. Franchi is the oldest family seed business in the world and still produces its own seeds.



Estates E1-F1 Profiles

Galaxy Windows

F1 Phoenix Industrial Estate | Unit B5
03 Workshop - Construction

Activity

Supplier and fitter of windows and doors

Reason for location

Good estate | easily accessible for installers

Years at location

13

No. of employees

18 from Harrow or the vicinity

Supplier locations

Harrow, Kingsbury, Brent | Windows manufactured in Chelmsford

Customer locations

Harrow | private clients

Notes

Advertises in 'Harrow Observer' and 'Harrow Times'



People

The business owner was originally attracted to Harrow by a young lady. Today he lives in Harrow and the business is like a family. He can see out over the estate from his desk and knows the people on the estate.

Business

The business manufactures its windows in Chelmsford. They are having problems with increasing numbers of clients not paying for work which has been carried out.



B&M Glazing

F1 Phoenix Industrial Estate | Unit D4
03 Workshop - Construction

Activity

Supplier and installer of specialist glazing

Reason for location

Main business in Harrow

Years at location

2

No. of employees

3 | 12 in main office and on sight

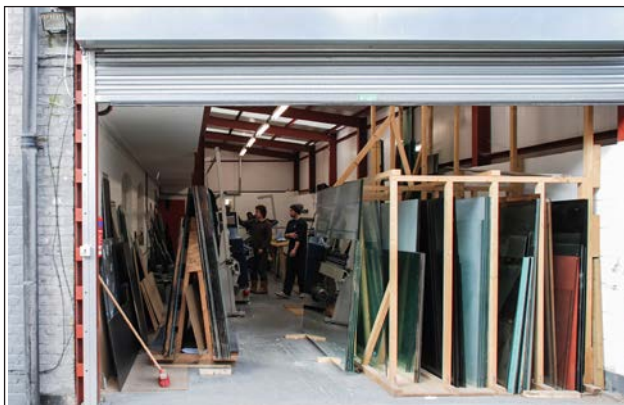
Supplier locations

London | Glassex in East London

Customer locations

London | joineries, construction and fit-out contractors

Notes



MND Autos

F1 Phoenix Industrial Estate | Unit D5
04 Workshop - Auto

Activity

Repair and sales of automatic transmission and turbochargers

Reason for location

Cheap space

Years at location

2

No. of employees

1

Supplier locations

International

Customer locations

UK | Garages through First Choice space parts website

Notes

Owner from Afghanistan | learned skills when he was young



Estates E1-F1 Profiles

Krystal London

F1 Phoenix Industrial Estate | Unit D7
04 Workshop - Auto

Activity
Design and manufacture of jewellery
Reason for location
Owner lives 10 minutes away
Years at location

No. of employees
Father and son with 2 employees
Supplier locations
International
Customer locations
London | Boutiques | Harrods | online
Notes
Needs to protect designs from being copied



Crossface Training Centre

F1 Phoenix Industrial Estate | Unit F7
09 Leisure

Activity
Mixed martial arts training
Reason for location
Cheap space | prefers not to have exposed shop front
Years at location
2

No. of employees
1
Supplier locations

Customer locations
50-60 students from Harrow and vicinity
Notes
Owner interested in sport more than money | Free classes for kids



SK Pani Puri Ltd

F1 Phoenix Industrial Estate | Units B4A
05 Workshop - Other

Activity
Manufacturer of Indian fried snacks
Reason for location

Years at location
10
No. of employees
8-10 from India and Sri Lanka
Supplier locations

Customer locations
Harrow and vicinity | Caterers, shops and restaurants
Notes
Family business | lots of competition



Sangam

F1 Phoenix Industrial Estate | Unit C3
07 Supplier - Food

Activity
Storage and distribution of Indian paneer cheese
Reason for location
Good location to distribute to north London.
Years at location

No. of employees
3 delivering
Supplier locations
Factory in Leicester
Customer locations
200 shops and restaurants in North London | 40 in Harrow
Notes
Website with own Sangam paneer song



Estates E1-F1 Profiles

Sanghani Wardrobe

F1 Phoenix Industrial Estate | Unit G3
03 Workshop - Construction

Activity
Supplier and installer of bespoke wardrobes
Reason for location
Owner lives in Harrow | good location for customers
Years at location

No. of employees
5
Supplier locations
Harrow | London
Customer locations
Harrow | home owners

Notes
Family business | customers by recommendation



People
The owner, says that the estate works well for the business because it is easily accessible by customers.

Business
The business makes custom wardrobes. The premises is neat and organised. Sample doors and materials are displayed on the walls for customers to make their choice.



ACH Bodyshop

F1 Phoenix Industrial Estate | Unit H1
04 Workshop - Auto

Activity
Car repairs and painting
Reason for location
Hard to find a place for car body spray painting
Years at location
5

No. of employees
1 former owner expert car body spray painter + 2 mechanics
Supplier locations
UK
Customer locations
Harrow and vicinity

Notes
Large investment in body paint booth has not paid off



People
Former owner is a car qualified car body spray painting specialist from Brazil. He sold the business in 2011. His complaint is that there is a lot of cheap unqualified competition and that it is hard to find affordable qualified mechanics and car body spray painters.

Business
It is difficult to find a space where spray painting can be done. The business is well equipped with an amazing drive-in car spray paint booth which also heats to bake on the paint after spraying.



Estates F2-F5

F2 Lexus House

Miller House	N M Shah and Co. Accountants	10 Office	Accountants
Unit 1	JB Fashions	17 Unknown	Unknown
Unit 1	Revel International Ltd	17 Unknown	Unknown
Unit 1	Industrial Optical Services	17 Unknown	Unknown
Unit 2	Hotline Motorsports	04 Workshop - Auto	Unknown
Unit 3	Sapphire Autos	04 Workshop - Auto	Car repairs
Unit 4	PMG Gym	09 Leisure	Gym
Unit 5	Harrow International Business school	01 School	Business school

F3 The Pavillion

Peer Robert Ltd	10 Office	Unknown
Whitecroft Consultants	10 Office	Unknown
Prompt Insurance Agencies Ltd	10 Office	Unknown
San Par International	10 Office	Unknown

F4 Crystal Way Industrial Centre

Unit 1	Cottage Linen Hire	08 Supplier - Other	Rental of linens for hotels
Unit 2	Cottage Linen Hire	08 Supplier - Other	Rental of linens for hotels
Unit 3	Bono and Murphy	03 Workshop - Construction	Joinery for construction contractor
Unit 4	Smarter Energy Solutions	05 Workshop - Other	Supplier and installer of solar panels and LED lighting
Unit 5	Startwell Engineering	05 Workshop - Other	Manufacturer of manual starters for diesel engines
Unit 6	PRT Foods	07 Supplier - Food	Wholesale of food
Unit 7	PRT Foods	07 Supplier - Food	Wholesale of food
Unit 8	Euro Car Parts	08 Supplier - Other	Supplier of car parts
Unit 9	Tiana Fair Trade Organics	07 Supplier - Food	Supplier of organic coconut products
Unit 10	Vacant	16 Vacant	Vacant
Unit 11	Clini Suppliers	08 Supplier - Other	Distributor of medical supplies and devices

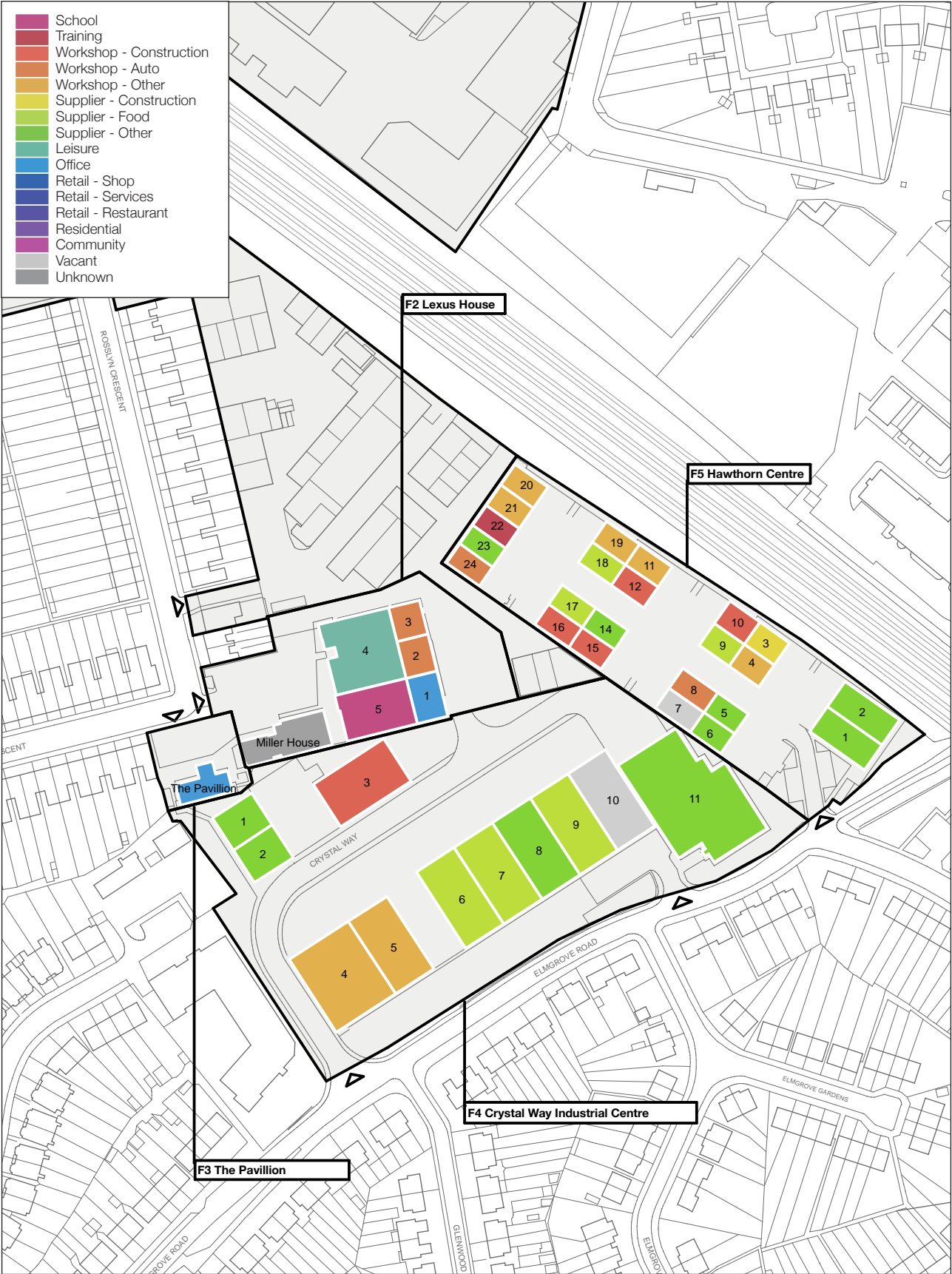
F5 Hawthorn Centre

Unit 1-2	Curvy Kate	08 Supplier - Other	Supplier of lingerie and bras
Unit 3	Hoopers Carpets	06 Supplier - Construction	Supplier of flooring and carpets
Unit 4	ROD Drain Techs Ltd	05 Workshop - Other	Maintenance of drainage
Unit 5 6	Capital Hair and Beauty	08 Supplier - Other	Supplier of hair and beauty products
Unit 7	Vacant	16 Vacant	Vacant
Unit 8	Geartek Autos	04 Workshop - Auto	Car repair
Unit 9	PRT Foods	07 Supplier - Food	Wholesale of food
Unit 10	Skerton and Sons Joinery	03 Workshop - Construction	Joinery
Unit 11	EM Designs	05 Workshop - Other	Supplier and installer of wedding decorations
Unit 12	Servicemaster In The Capital	03 Workshop - Construction	Carpet and upholstery cleaning franchise
Unit 14	CKO International Ltd	08 Supplier - Other	Supplier of in-car audio visual products
Unit 15	Beta Security Ltd	03 Workshop - Construction	Supplier of gates, railings and cctv surveillance
Unit 16	PHD Mechanical Ltd	03 Workshop - Construction	Mechanical and plumbing maintenance contractor
Unit 17	Tiana Fair Trade Organics	07 Supplier - Food	Supplier of organic coconut products
Unit 18	Tiana Fair Trade Organics	07 Supplier - Food	Supplier of organic coconut products
Unit 19	Natura Polish Artisan Bakery Ltd	05 Workshop - Other	Polish Bakery
Unit 20	Signs Express	05 Workshop - Other	Manufacturer and installer of signs
Unit 21	Boland Glazing	05 Workshop - Other	Unknown
Unit 22	Forklift Truck Training	02 Training	Training for forklift drivers
Unit 23	Kaam Pharma	08 Supplier - Other	Supplier of pharmaceuticals
Unit 24	Audi VW Centre	04 Workshop - Auto	Car repairs



Birds-eye view

Estates F2-F5



Plan 1:2000

Estates F2-F5 Profiles

Bono and Murphy

F4 Crystal Way Industrial Centre | Unit 3
03 Workshop - Construction

Activity
Joinery for construction contractor

Reason for location
Owner is local

Years at location
1.5

No. of employees
25

Supplier locations
Harrow | London

Customer locations
London

Notes



Smarter Energy Solutions

F4 Crystal Way Industrial Centre | Unit 4
05 Workshop - Other

Activity
Supplier and installer of solar panels and LED lighting

Reason for location

Years at location
5

No. of employees
20

Supplier locations
National | International

Customer locations
National

Notes
Relatively new business. Main target audience is local contractors.



Startwell Engineering

F4 Crystal Way Industrial Centre | Unit 5
05 Workshop - Other

Activity
Manufacturer of manual starters for diesel engines

Reason for location
Founder is a local | Transport links are good

Years at location
4

No. of employees
10 employees + 2 consultants

Supplier locations
National | International

Customer locations
UK 8% | International | 18 countries

Notes
Moved to larger space



People
The founder, is from Calcutta and lives close by. He developed and produces a manual starter for large emergency diesel engines, mainly for ships. He is interested in marketing his product but is wary of it being copied.

Business
The business recently moved from smaller premises on a neighbouring estate and doubled staff. Custom parts are produced overseas while factored components, such as bolts, are from the UK.



Estates F2-F5 Profiles

Curvy Kate

F5 Hawthorn Centre | Unit 1-2
08 Supplier - Other

Activity
Supplier of lingerie and bras
Reason for location

Years at location
7

No. of employees

Supplier locations
International

Customer locations
National | International | 15 countries

Notes
Widened product range from D to K cups and swim wear



CKO International Ltd

F5 Hawthorn Centre | Unit 14
08 Supplier - Other

Activity
Supplier of in-car audio visual products
Reason for location

Live in area
Years at location

No. of employees
9 | Most from Harrow

Supplier locations
International

Customer locations
National | Europe

Notes
Assemble own brand multimedia kits for cars



Forklift Truck Training

F5 Hawthorn Centre | Unit 22
02 Training

Activity
Training for forklift drivers
Reason for location

Years at location

No. of employees

Supplier locations

Customer locations
London

Notes
Provided free safety training for inspectors from various councils



Capital Hair and Beauty

F5 Hawthorn Centre | Unit 5 | 6
08 Supplier - Other

Activity
Supplier of hair and beauty products
Reason for location

Branch of large chain
Years at location

11
No. of employees
6 | Most from Harrow

Supplier locations
National | International

Customer locations
Harrow

Notes
Could not find better location because no new industrial estates



Estate G1

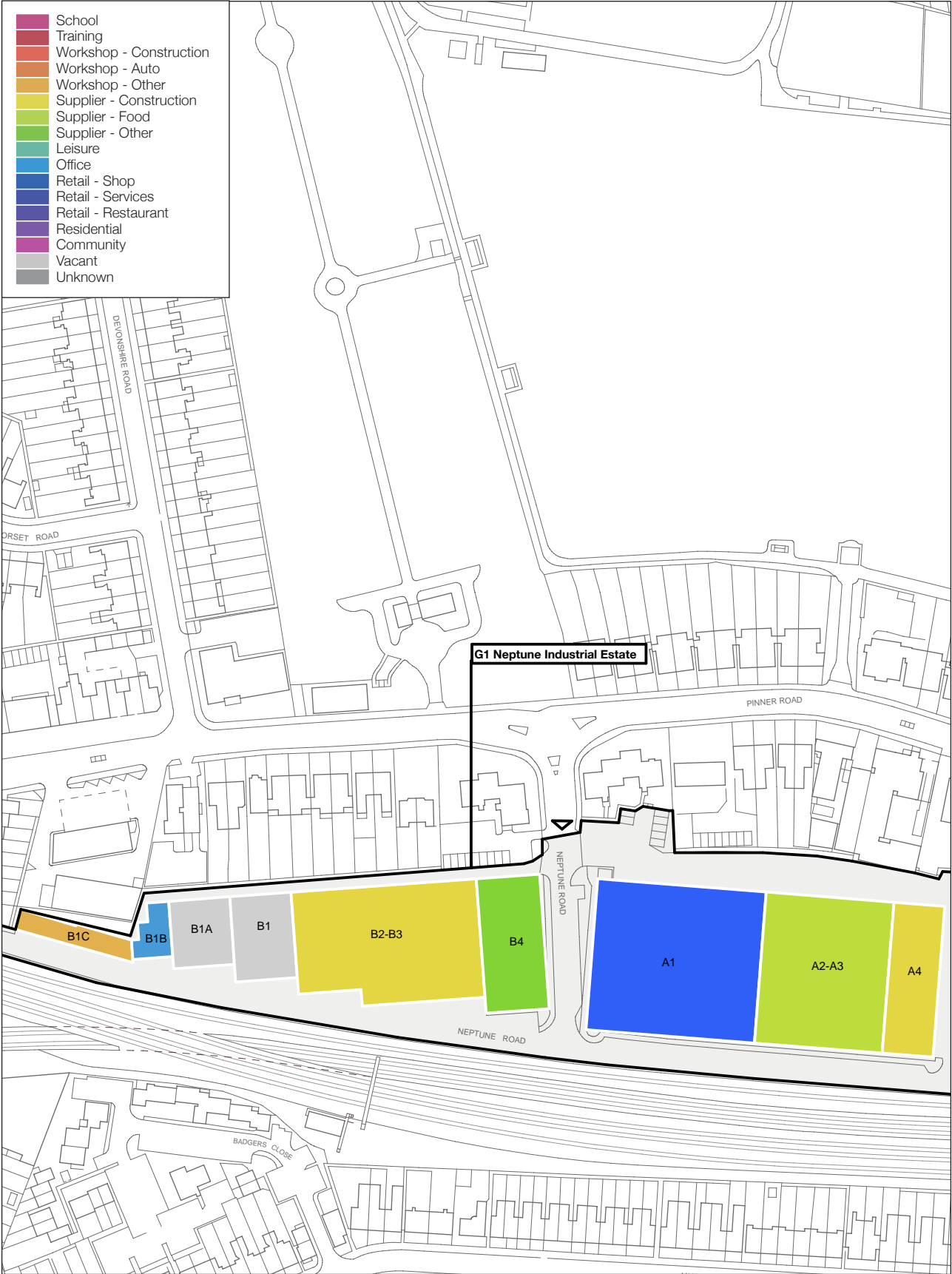
G1 Neptune Industrial Estate

Unit A1	Access Self Storage	12 Retail - Services	Lease storage compartments
Unit A2-A3	Gold Star Cash and Carry	07 Supplier - Food	Food Wholesale
Unit A4	Magnet Trade	06 Supplier - Construction	Supplier of kitchens
Unit B1	Vacant	16 Vacant	Vacant
Unit B1A	Vacant	16 Vacant	Vacant
Unit B1B	Amax Security	10 Office	Commercial and home security services
Unit B1C	David Palmer Catering	05 Workshop - Other	Catering kitchen
Unit B2-B3	Burnt Oak	06 Supplier - Construction	Supplier of lumber and construction
Unit B4	Ranks	08 Supplier - Other	Supplier of work clothing



Birds-eye view

Estate G1



Plan 1:2000

Estate G1 Profiles

Amax Security

G1 Neptune Industrial Estate | Unit B1B
10 Office

Activity
Commercial and home security services
Reason for location
Local Business
Years at location

No. of employees

Supplier locations

Customer locations

Notes



Burnt Oak

G1 Neptune Industrial Estate | Unit B2,B2A,B3
06 Supplier - Construction

Activity
Supplier of lumber and construction materials
Reason for location

Years at location
8

No. of employees
20

Supplier locations
National | International

Customer locations
Harrow | London

Notes
Took over neighbouring space from watch company 4 years ago



Ranks

G1 Neptune Industrial Estate | Unit B4
08 Supplier - Other

Activity
Supplier of work clothing
Reason for location

Years at location
13

No. of employees

Supplier locations
International

Customer locations
Harrow | London

Notes



Gold Star Cash and Carry

G1 Neptune Industrial Estate | Unit A2-A3
07 Supplier - Food

Activity
Food Wholesale
Reason for location

Years at location

No. of employees
10

Supplier locations
National | International

Customer locations
Harrow | London | Supply 20% of Harrow's restaurants

Notes
Very busy | Membership only



Bread from Polish bakery



Conclusion

The Harrow Industrial Stories research and report provide a detailed picture of the businesses on the industrial estates in the London Borough of Harrow's intensification area. It gives insights into the importance of the people which make up these businesses in the local economy. The information was gathered by visiting and talking to owners or employees. The analysis of this information shows a picture of diverse small businesses. Business profiles and photographs provide glimpses into a selection of businesses and the people which they are made up of.

*The industrial estates have a **mix** of **business types***

Grouping the businesses into categories, the mapping and analysis shows a mix of uses across the various estates with no noticeable clustering of business types. 19% of premises are not occupied by an industrial use. Workshops and suppliers for the construction industry make up the largest portion, 23%, of businesses. The vacancy rate is low at 3%. Proximity and accessibility for employees, owners and customers account for 69% of the reasons given by businesses for being at their current location. Most of the suppliers, 42%, are overseas and most of the customers, 43%, are local.

*The **businesses** are **young** and **small***

Businesses with less than 250 employees have an average of 12 employees and 33% of these employees are in the construction industry. 45% of businesses only have 5 employees and 200m² floor area or less. Small businesses (6-10 employees) report a 10% higher proportion of employees from Harrow than other business sizes. The majority of businesses are young, 68% of businesses have been at their current location 10 years or less. It is encouraging to hear that 80% of businesses report that they are at least of average health and that 57% are supplying customers outside of Harrow.

*The **people** behind the businesses **are important***

The estate profiles present a selection of the businesses and show some of the people who make up these businesses. Meeting and talking to these people is an important reminder that these businesses are people's lives and livelihoods. The profiles bring to light the diversity and complexity of these industrial estates which is not apparent upon first glance.

Conclusion

Talking to the businesses has provided some simple and practical information and suggestions to follow up on. The example of Microlease demonstrates that there is not necessarily an advantage or need for specialised businesses to cluster in Harrow because they can attract specialised employees from across London and around the world. Talking to Mechanical Services Ltd and Cara Stationary suggests that there are still barriers for small local businesses to tender for contracts from the public sector.

Experiencing the conditions in some of the ageing industrial estates makes it evident that there is the potential to improve the quality of the work environment. In many cases the simple lack of windows and natural daylight is particularly obvious. Some more proactive businesses such as DBDA and Elite Supplements are looking to move to cheaper, larger and more attractive premises outside of London.

Diverse businesses are key to a resilient local economy

This study cannot paint a definitive picture of Harrow's central industrial estates. Instead it provides a solid basis for improved understanding, communication and interaction with the businesses. This will be key to future economic growth in Harrow as these diverse small industrial businesses help to create a resilient and flexible local economy.

Owner of Franchi Seeds of Italy



Recommendations

The analysis and ethnographic component of this report have inspired the following suggestions and recommendations, most of which can provide great gains for minimal investment.

1. **Employment mapping** Mapping and profiles of retail and other employment in central Harrow.
2. **Estate tour** Invite selected council employees and councillors on a tour of a selection of businesses in this report to reinforce support.
3. **Exhibition** Create exhibition of photographs, maps and graphs from this report. Can be shown in Harrow, at a GLA exhibition with other studies or at a economic development and regeneration conference.
4. **Public procurement** Meet with selected businesses and public bodies to find and try out ways to continue to make public procurement procedures easier for local businesses.
5. **Communication** Write and publish articles in Harrow Council's magazine and local newspapers on individual industrial businesses and their history to show support for industrial business and increase uptake of business newsletter.
6. **Web Forum** Set up and maintain web forum, for example on Facebook or LinkedIn, to communicate with small businesses, get feedback and allow businesses to communicate with each other.
7. **Addresses** Work with industrial estate owners, management and Royal Mail to improve and clarify addresses to make it easier for customers and mail to find new businesses.
8. **Upgrade industrial estates** Work with owners and management to retrofit and upgrade industrial estates to reduce energy consumption and improve work environments on the industrial estates.
9. **Temporary industrial spaces** Explore with partners the potential to provide temporary and moveable small industrial business premises to answer demand for space. This can also create an incentive through increased competition for existing industrial estates to upgrade.
10. **Modify industrial estate survey** Modify regular surveys of industrial estates by Harrow Council to include informal discussions and interviews with a very small random selection of businesses to improve understanding, get feedback and collect information for articles on interesting businesses in Harrow.

Business Support

Information on services, support and tenders for businesses in Harrow can be found on Harrow Council's website www.harrow.gov.uk under the business menu. Businesses can also sign up to the Council's monthly business newsletter to stay informed.

The council has acted on feedback and recommendations and taken steps to make it easier for small and medium enterprises to tender for and secure public contracts. The tendering process has been simplified for smaller contracts. Requirements for business experience and turnover are adapted to the risk and value of contracts. Also an e-procurement system has also been introduced to facilitate the tendering process. Thanks to these measures and despite a shrinking budget in 2012-13, the council has increased its local spend by 33%.

Plumbing parts



Phoenix Industrial Estate

