



Neighbourhood Area: North

**Community & Neighbourhood
Manager:** Lenny Stamp

Walkabout Area: Silver Road
Community Centre

Resident feedback

In September residents, council officers, councillors and police were out in the area to discuss any ongoing local issues. We would like to thank everyone who was able to come along and take part or sent in their concerns by other means.

Whether you were able to come along or not, we think it is important to give you some feedback about the issues raised, as well as what we are doing to try and resolve them. Below is a summary of the general neighbourhood issues raised. Individual or personal issues are not included and will be fed directly back to the resident.

Summary of neighbourhood issues:

Issue One:

You told us that parking permits were ok if they work and are not abused. You felt there needs to be more daily checks.

The City Council's response is:

If a resident suspects a particular permit or vehicle is being abused, or you believe persons are parking without relevant permit, they must contact the Customer Contact Team. This can be done by phone 0344 980 3333 or via our website. The complaint will be logged and passed to Parking Services to investigate. For further information please follow the link below.

<http://www.norwich.gov.uk/TransportAndStreets/Parking/pages/Parking-IllegalParking.aspx>

Issue Two:

You told us about bins being left permanently on the footpath between collections on Silver Street. This is causing problems for pedestrians, people with mobility problems and parents with pushchairs.

The City Council's response is:

A process has been started and the residents concerned written to, this will be followed with a visit by the neighbourhood officer. People are reminded they should not store their bins on the highway, but make sure your bin is out for collection by 7am on your collection day, or no earlier than 6pm the evening before. Please make sure that you return your bin to the inside of your property boundary by 9am the day after your scheduled collection. Please follow the link if you have any queries around your waste and recycling.

<http://www.norwich.gov.uk/WasteAndRecycling/Pages/WasteAndRecycling.aspx>

Issue Three:

You reported cars speeding down Silver Street since it became a one way street. You felt not only is it a short cut from the main road but it's also being used as a speedway. You asked if sleeping policeman or another calming measure be used?

The City Council's response is:

There is currently no budget for traffic calming anywhere in the city. This is unlikely to change in the foreseeable future, as the only funding available is for schemes with an obvious economic benefit to the city. Speeding vehicles are a police issue and we would encourage you to report this directly to them when problems occur. We have passed information onto the police on your behalf.

Issue Four:

You reported the general poor appearance of Silver Street, including litter and over grown hedges.

The City Council's response is:

Most street are cleaned on a 13 week schedule, you can check when your street is due to be cleaned on the link below:

<http://www.norwich.gov.uk/Environment/StreetCareAndCleansing/Pages/StreetCleaning.aspx>

Any problems between these dates or you would like to report hedges which grow over boundaries and obstruct the highway please contact using the details at the end of this report.

Issue Five:

Residents raised concerns regarding the council's proposal to reduce visitor's permits down to 2 hours. .

The City Council's response is:

The Parking consultation for these proposals closed at the end of September. The proposed was to replace the current visitor permit scheme with:

- a) A new short stay visitor permit, offering two hours of parking for visitors (operated by a 'clock'). This would be offered free to households on certain means tested benefits
- b) Up to 60 'pay as you go' day permit scratch-cards per household per year
- c) Consider the appropriate level of charges for the new permits

A report of the visitor parking consultation has been submitted to Norwich Highway Agency Committee for members to consider.



Issue Six:

You reported the thumb knob designed for people with sight difficulties isn't working on the pedestrian crossing by the junction of Magpie Road & Edward Street.

The City Council's response is:

Traffic signals are maintained by Norfolk County Council so an online report was sent. They in turn instructed their engineers to fix the fault as urgent. Please use the link below to report any similar problems directly.

http://www.norfolk.gov.uk/Council_and_democracy/Interact_with_us/Contacting_Norfolk_County_Council/index.htm

Issue Seven:

You reported drivers still come down Silver Street the wrong way down the one way street and asked if we need larger signs?

The City Council's response is:

We are doubtful that bigger signs will help. The ones that are there are really quite obvious. Nonetheless we have made the local police team aware as drivers will be committing an offence under Neglect of traffic direction.

We hope you found this report helpful.

To see the programme of when and where we will be for the next three months please visit our website www.norwich.gov.uk and look up Walkabouts on the A to Z.

If you would like more information or if you wish to report a problem; you can contact Norwich City Council via telephone: 0344 980 3333, online via www.norwich.gov.uk/tellusaboutit or by email on: info@norwich.gov.uk