



Neighbourhood Area: North

**Community & Neighbourhood
Manager:** Lenny Stamp

Walkabout Area: Angel Road Junior
School

Resident feedback

In July residents, council officers and councillors were in the area to discuss any ongoing local issues. We would like to thank everyone who was able to come along and take part.

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 about parents are stopping/parking on the school markings and yellow lines at outside Angel Road Middle School.

The city council's response is: We have raised the problem with our parking services team and their civil enforcement officers. The school has been added to the schedule and will receive extra random visits morning or afternoon from our civil enforcement officers.

Parking on / on the verge next to a double yellow line is an offence the council enforces and will issue a penalty charge notice (PCN) when the school patrols start. Our civil enforcement officers also cover the area randomly so drivers need to be aware.

Any complaints about illegal parking can be reported to the council on 0344 980 3333, by email on infor@norwich.gov.uk or online via www.norwich.gov.uk we will respond with our first available civil enforcement officers.

In addition we have contacted Norfolk County Council about a potential school road safety project and this information has been passed onto the school for consideration.

Issue Two:

You also raised concerns around the children's safety with a lack of safety railings to prevent children running onto Angel Road.

The city council's response is: We have passed your concerns onto our Transportation Department for consideration. As we write the report we are still waiting for their response.

Issue Three:

You told us about dog fouling in the area being a problem. This included: outside Angel Road Schools, Long Row, Waterloo Road, Rosary Road, Catton Grove Road and Patterson Road.

The city council's response is: This is never an easy issue to resolve and has been raised at other public meetings. Our officers have increased signage and will continue with patrols in these areas. If any owners are witnessed failing to clear up after their dogs, they will be issued with a Fixed Penalty Notice (FPN) which currently has a fee of £80 payable within 14 days.

If you notice high levels of dog foul in an area, residents can report problems to us via telephone: 0344 980 3333, online via www.norwich.gov.uk/tellusaboutit or by email: info@norwich.gov.uk

Issue Four:

You reported that Wensum Park toilets are not being kept very clean.

The city council's response is: We endeavour to keep the toilets in the parks as clean as possible. They are cleaned and restocked daily, but if you experience any problems with the cleanliness of these facilities during your visit please contact directly using the telephone number displayed.

Issue Five:

You told us that Waterloo Park flowerbeds are not kept to the same standard as previous years

The city council's response is: We are aware the herbaceous borders in the park are not up to their usual standards. Our partners, Norwich Norse, have had some resourcing issues recently which resulted in the staff at Waterloo Park being deployed in other locations throughout the city to respond to urgent safety issues.

They are now in a better position to have more staff available in Waterloo Park and will be working on the borders and other areas of the park shortly. The herbaceous borders are a very important part of Waterloo Park and we hope that users of the park will notice an improvement in the coming weeks.



Issue Six:

You raised concerns relating to speeding vehicles on Catton Grove Road.

The city council's response is: We are working closely with the police to establish a Community Speed Watch Group and are keen to hear from any residents who would like to join the group. Prospective volunteers will need to be vetted by the police before receiving training. If you are interested in getting involved contact Emma Penfold on emmapenfold@norwich.gov.uk or call: 01603 213276

Issue Seven:

You raised concerns relating to Heath Road playground having rubbish & fly tipping dumped in it.

The city council's response is: The playground is litter-picked on a daily basis; if you do experience any problems please report to Norwich City Council directly using your preferred method from the options displayed at the end of this report.

Issue Eight:

You told us the telephone box by Heath Road was being used for drug activities.

The city council's response is: We have raised this issue with your local neighbourhood police team for their awareness. If you are concerned about any suspicious behaviour please report it to their non-emergency number 101 or if a crime is taking place dial 999. You can also email your concerns to: sntnorwichnorth@norfolk.pnn.police.uk

While checking the area the phone box was found to be in an unacceptable condition. The handset was missing, the internal condition was dirty and the external was covered in graffiti. This was reported to BT Openreach who repaired and cleaned the box within 24 hours. You can report problems to any public phone boxes directly to BT Openreach on 0800661610.

Issue Nine:

You asked us for advice on starting a tree planting campaign.

The city council's response is: We have just launched the council's official "Trees for Norwich" tree sponsorship scheme. Further information is on the Norwich City Council's website here; www.norwich.gov.uk/treesfornorwich

Or you can navigate to the page via parks and open spaces page, scroll to the bottom and there is a list of related links one is Trees for Norwich.

Any interested residents can gain information from our website or email info@norwich.gov.uk with the subject line "Trees for Norwich" if you are interested in taking part in the scheme.



Issue Ten:

You also told us the refuse crews were leaving the bins on the path, which is the narrow stretch of Catton Grove Road, forcing parents with pushchairs and wheelchair users in the road

The city council's response is: We have raised this with Biffa supervisors who will bring it up with the crews.

The crews do not necessarily have to return to the curtilage. We ask residents to present the bin at the edge of their property boundary, the crews are asked to return it to wherever they collect it from. However we would ask them to use some common sense - for example if a bin is in the middle of the path to be collected, we would expect them to return it back to the edge of the path

Issue Eleven:

You also reported some parents are bringing dogs onto the school grounds when picking up their children.

The city council's response is: We have made the school aware as they do have a strict 'No dogs on site policy' and if there are any further issues these need to be reported directly to the school office.

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