



Neighbourhood Area: North

**Community & Neighbourhood
Manager:** Lenny Stamp

Walkabout Area: Constitution Hill,
covering part of Catton and Sewell
areas.

Resident feedback

In September residents, council officers and councillors were out in the area to discuss any ongoing local issues. We had a very good turnout so would like to thank everyone who was able to come along and take part and for those who emailed in their issues to us.

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... people were still parking on the Grass verges on Constitution Hill between Wall Road and Chartwell Road roundabout.

The City Council's response: This area has verge parking restrictions and the civil enforcement team are already aware of this problem. They do carry out scheduled patrols. If you notice illegal parking, where there are parking restrictions in place, you can fill in an online report form which is linked directly to the enforcement team, enabling them to respond promptly if staff are in the area. Please follow the link to this page.

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

Issue Two:

You advised ...there was a tree support on Constitution Hill, which had been damaged.

The City Council's response is: The tree support was reported to our tree department and has now been removed.



Issue Three:

Several people told us...there was a problem with speeding vehicles coming off the roundabout on Chartwell Road onto Constitution Hill as well as the stretch towards the school from the wall Road roundabout. You voiced concerns the current speed restrictions were not effective and felt there should be further traffic calming with either a speed table or ramps put in place.

The City Council's response is: Speeding is a police issue, so your concerns have been raised with the local police team. For further information please also see issues four and 7 which are also linked to this issue.

Issue Four:

You reported ...there are three different speed limits currently in a very short distance, which could confuse drivers. With 40 mph on Chartwell Road, 30mph on Constitution Hill from Chartwell Road to Wall Road and 20 mph from Wall Road towards the city centre. Are there any plans to make all of Constitution Hill into 20mph?

The City Council's responses: The northern section of Constitution Hill and Denmark Road are within the area being reviewed for their suitability for introducing a 20mph limit in connection with improvements to the blue pedalway. At this stage it is too soon to know whether they will be restricted to 20mph and if so whether any supporting traffic calming will be required. If local people want traffic speeds to be restricted, your comments would help to make the case and gain approval. The feasibility work on the 20mph project will begin soon but implementation is not due to happen until early 2017.

Issue Five:

You told us...vehicles were parking too far onto the wide footpath on Constitution Hill opposite Constitution motors and by the shops causing pedestrians, especially those with pushchairs to go onto the road.

The City Council's response is: As this area has no parking restrictions we are unable to deal with this problem through our civil enforcement officers. We have passed the information onto the Neighbourhood Police Team for this area. If vehicles are obstructing the footpath so pedestrians with buggies or wheelchairs cannot pass, these can be reported directly to the police on their non-emergency number 101.



Issue Six:

You advised ...the pavement condition in several locations along Constitution Hill and Denmark Road were in poor condition and repairs were needed.

The City Council's responses: The neighbourhood team took pictures of the pavement, which were then passed to our highways department, along with your concerns.

Issue Seven:

Some of you told us...you were previously interested in being part of a community speed watch for your area, but pulled out as they cannot be used in 20mph speed areas. Is Norfolk Police going to change this policy as other Police forces across the country allow this?

The City Council's responses: Norfolk Constabulary's approach to limitations in using community speed watch to enforce 20 mph zones is still in place with no change to this likely in the near future. However the in-force administrator is in the process of training 6 community volunteers who reside in this area for speed watch. They should be out on the street completing speed checks soon.

Issue Eight:

You told us...there are overgrown hedges, which impacted on the highway on Constitution Hill towards Denmark Road, Denmark Road, Massingham Road and Capps Road.

The City Council's response is: The neighbourhood team checked the area and pictures were taken and passed to our highways department for action. The bushes which were growing onto the highway from Sewell Park were trimmed by our partner Norwich Norse.

Issue Nine:

You told us...there are irresponsible dog owners in the area who are not clearing up after their dog/s and others allowing their dogs to exercise in the children's play area of Sewell Park.

The City Council's response is: Dog fouling is always a difficult one to resolve but we have increased signage in the area and our neighbourhood officer has added extra patrols including early mornings to help with the problems. The current fixed penalty notice charge for not clearing up after your dog is £80, reduced to £60 if paid within 10 days.



Issue Ten:

You asked us... if there a reason why there were only 3 trees planted on one side of Constitution Road and 13 on the other side.

The City Council's response is: There could have been many reasons for this, but if you feel your area could benefit from further tree planting please look on our website for information on how you can request and how your request will be scored. Please click on the link below.

<http://www.norwich.gov.uk/Environment/ParksAndOpenSpaces/Trees/Pages/default.aspx>

Issue Eleven:

You told us...parking of vehicles on the wide pavement near Whalebone Pub is causing problems for pedestrians, wheelchair users and those with pushchairs.

This area has parking restriction in place so vehicles parking on the footpath can be issued with a parking charge. Our civil enforcement team has been made aware. To report a vehicle breaching parking restrictions please follow the link to the online report form.

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

Issue Twelve:

You asked if ... the damaged bollards on the north section of Constitution Hill will be repaired or replaced.

The City Council's response is. The details were passed to our highways department for their consideration.

Issue Thirteen:

You told us...noise from Norwich airport was causing a noise issue especially early mornings.

Flying / Noise complaints should be made directly to the airport concerned. Noise issue relating to Norwich International Airport can be made directly to them on 01603 428716 or emailing: customer.services@norwichinternational.com

Issue Fourteen:

You told us... you thought the street lights were to be turned back on at 5am if they were turned off at night.

This is a Norfolk County Council's issue and detail should be fed back to them directly using their online form:

[https://online.norfolk.gov.uk/partnightlighting/\(S\(fabqusr5neiypv45mnz0w045\)\)/Default.aspx](https://online.norfolk.gov.uk/partnightlighting/(S(fabqusr5neiypv45mnz0w045))/Default.aspx)

For more information and the full survey results visit their website:

http://www.norfolk.gov.uk/Travel_and_transport/Roads/Road_maintenance/Street_lighting/NCC159261

Issue Fifteen:

You commented... Sewell Park was looking neglected as there had been an increase in graffiti on the bins and benches within the park.

The City Council's response is: Pictures were taken by the neighbourhood team and passed to our Partner Norwich Norse. The graffiti has now been removed.

Issue Sixteen:

You told us... you had concerns as cars had started to park on the park side of road on Constitution Hill, in the evenings, and felt this could cause safety issues. You asked if this area could be considered for yellow lines.

The City Council's response is: Details were passed to our Transportation team and will be added to their list for future considerations.

Issue Seventeen:

You told us... vehicles were parking up on the verges on Clabon Road unnecessarily and damaging the verges, but you also raised concerns as vehicles were parking part on the verge as you turn the corner into Clabon Road from Wall Road and being hazardous.

The City Council's response is: Due to the area not being covered by verge parking restrictions, verge parking cannot be enforced by our civil enforcement team. NB: If there are yellow lines present, the restriction to parking would also cover the verge and footpath.

Issue Eighteen:

Several residents enquired ... about the kerb-side recycling in the area.

The City Council's response is: A full list of items which can now be recycled along with all waste and recycling information is available on our website. You can also join our free email & social media alerts for services including bin day reminders.

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



Issue Nineteen:

You commented about...the buses on Castle Meadow being parked and left while awaiting a driver change, which results in no space for other buses so they are stopping at alternative stops resulting in people having to walk to reach correct stop.

This issue is a First Bus issue so the comment was passed to them directly via their online report form. If you would like to make a complaint regarding an bus issue please contact first bus directly: contactus.fec@firstgroup.com

Issue Twenty:

You told us...you have had to clean graffiti from the green BT box and other places from your area.

The City Council's response is: Norwich City Council will clean / paint over graffiti on BT green boxes and any council owned property. The green boxes on the corner of Wall Rd with Constitution Hill and Clabon Road were reported and cleaned.

If you notice a graffiti problem in your area on BT green boxes or council owned property please report using the online report form using the linked below.

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

Issue Twenty one:

You told us... that a number of people cycle on the wide footpaths particularly along Wall Road and Woodcock Road. You asked if there are there any plans for cycle ways in this location?

The City Council's response is: this area will be included in cycle improvements as part of the yellow and blue cycle routes being carried out between 2015 -2019. You will be able to view further details on our website when plans are developed.

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