



**Neighbourhood Area:** North

**Community & Neighbourhood  
Manager:** Lenny Stamp

**Walkabout Area:** Catton

## Resident feedback

In January 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 contacted using the other methods available.

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...** Anti-social behaviour associated with the drinking of alcohol on Pointers Field and outside the library on Aylsham Road. Recently there had been an overall improvement, but it is still happening.

**The City Council's response is:** Officers from the local police team and the neighbourhood wardens are aware and will continue with increased patrols in the area.

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#### Issue Two:

**You told us about ....** Recycling bins of several properties on Waterloo and Angel Roads were tipped over in the early hours of the 14th January 2014, while out for collection. This was a one-off incident.

The City Council's response is: The local police team were made aware of the incident and will monitor the situation.

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#### Issue Three:

**You told us about ...** Cycling on the footpath on Aylsham Road near the junction of Copenhagen Way. The complaint was about cyclists coming over the pedestrian lights and continuing and going straight across the junction for Copenhagen Way and the entrance to the Lidl store. The complainant was concerned that either a pedestrian would be hurt or cyclists would crash into cars coming or going from Copenhagen Way. Could barriers be erected?



**The City Council's response is:** This type of issue is a problem across the city and budgets would not be available to install barriers. Barriers would also restrict other users. The local police team have been made aware and will be monitoring the area while on patrols as those cycling on the footpath could be committing an offence.

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#### **Issue Four:**

**You reported ...** Gullies in approach road to Lidl, and along the cycle/ path to Pointers Field from Aylsham Road need cleaning out as they always seem to be blocked

**The City Council's response is:** Currently highways are concentrating their resources on roads/gullies which pose a risk of internal flooding to properties or are a health and safety issue. Evidence is needed for Highways to justify the cost or cleaning outside the programme. Photographs can be emailed to: [Highways@norwich.gov.uk](mailto:Highways@norwich.gov.uk)

The following link to the relevant page on our website shows a couple of sample photos with the kind of image / evidence that is needed to make an assessment.

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

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#### **Issue Five:**

**Residents asked if...** Conifers and trees are growing onto the cycle path which runs along Copenhagen Way to Pointers Field. These are obstructing the path and blocking out the street lights. Can they be cut back?

**The City Council's response is:** Pictures have been passed to our highways department regarding them hanging over the footpath. Owners will be written to highlight the problem and ask them to cut the conifers back.

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#### **Issue Six:**

**You raised concerns ...** that there has been an increase in dog fouling around the area including George Pope, Bullard Road, Jewson Road and Pointers field in the past few months.

**The City Council's response is:** This is never an easy issue to resolve and has been raised in our December meeting at Oak Grove Chapel. A letter drop has now been carried out to all properties in these areas to remind dog walkers of their responsibilities and to ask residents for their assistance in dealing with the problem.

Our officers will continue with extra 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](http://www.norwich.gov.uk/tellusaboutit) or by email on:



[info@norwich.gov.uk](mailto:info@norwich.gov.uk) If you are reporting a problem please ensure you state exactly where the problem is. Once reported these are normally cleared by our contractor within a couple of hours.

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## Issue Seven:

**You commented that ...** There was not enough Parking along George Pope Road, so asked if extra parking could be provided in the front gardens of some of the flats on Jewson Road.

**The City Council's response is:** There are two parts to this question.

- 1) Verge parking bays: There are no discretionary funds available in the highways budget for this work as our budgets are much reduced and support essential works.
  - 2) Parking in gardens. The housing department is currently exploring potential funding sources to improve parking within gardens in this area.
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## Issue Eight:

**Several residents mentioned ....** Cars were leaving Copenhagen Way and entering Lidl's car park too fast and not being aware that children are often crossing to access the path to the park / school. Residents would like a 'Think Children' sign.

**The City Council's response is:** The access road from Copenhagen Way is a very short road with traffic calming and the Cycle path / footpath on a raised table as it crosses the road.

There is little evidence of traffic going too fast; pedestrians and cyclist have to give way to traffic on the road, as indicated by the give way markings at the end of the cycle path / footpath.

However the Neighbourhood team is exploring the possibility of having a temporary sign erected to help raise awareness particularly with people who are not local and necessarily aware of the crossing.

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## Issue Nine:

**You also reported ....** Rubbish in communal gardens and fly-tipped items on Bullard Road is not a good first impression of the area.

**The City Council's response is:** Council Officers will actively be investigating any items fly-tipped before they are removed. Please follow the link below to find out how you can help us tackle this problem.

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

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**Issue Ten:**

**You commented that ...** Bins being left out on the street on George Pope Road were causing problems for pedestrians and were an eyesore.

**The City Council's response is:** A process has been started and the residents concerned have been written to and will be followed with a visit by the neighbourhood officer. People are reminded they should not store their bins on the highway and they should not be placed out on the street no earlier than before 6pm the night before collection and are removed to within the boundary of their property before 9am the day after their collection. Please follow the link if you have any queries around your waste and recycling.

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

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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](http://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](http://www.norwich.gov.uk/tellusaboutit) or by email on: [info@norwich.gov.uk](mailto:info@norwich.gov.uk)