



**Neighbourhood Area:** East

**Community & Neighbourhood  
Manager:** Carol Jones

**Walkabout Area:** Goldsmith Street  
area

## Resident feedback

On Tuesday 30 September council officers, councillors and the police met with residents in the Goldsmith Street area to discuss any ongoing local issues. We would like to thank everyone who took the time to talk 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 in this report and have been passed directly to the appropriate departments with requests for them to respond to the individuals involved directly.

### Summary of neighbourhood issues:

#### Issue One:

**Portway Square – one of the staircases has been left unrepaired and propped up for some time.**

Norfolk Property Services is the organisation that undertakes works and repairs for the council. They have been asked to explain why there has been a delay. They say that in that area there are both tenants and leaseholders living in those flats and there are some contractual difficulties that have caused the delay. The work is scheduled to be started in 2015-2016



## **Issue Two:**

**Portway Square- there is a lot of fly-tipping around the communal bins.**

Norse has been instructed to remove the rubbish. However If you notice further instances of dog fouling or fly-tipping in your area, residents can report problems to us via telephone: 0344 980 3333, online at [www.norwich.gov.uk/tellusaboutit](http://www.norwich.gov.uk/tellusaboutit) or by email to: [info@norwich.gov.uk](mailto:info@norwich.gov.uk)

If you are reporting a problem please ensure you state the location as accurately as possible. If we receive a high number of complaints in one area we will aim to patrol the area more frequently with a view to issuing penalty notices for dog fouling where appropriate

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## **Issue Three:**

**Portway Square – residents reported that several shed were unused with broken doors and were attracting fly-tipping.**

The neighbourhood housing officer was at the meeting and will carry out a full inspection, get the rubbish removed and order repairs to the sheds where appropriate.

## **Issue Four:**

**Issues associated with the Utting Engineering business ie noise, parking, movement of large vehicles.**

Mrs Utting and one of her staff were at the meeting. Firstly they were acutely aware of the difficulties trying to run a business close to a residential area. They had already installed lots of sound deadening material into the structure of their building and had asked staff to respect local sensitivities. In addition the agreed to adjust the times of their working practises, particularly in the summer at weekends when residents would be more likely to be sleeping longer in the morning, with windows open. They also agreed to attend any residents meeting that was set up.

## Issue Five:

**There was concern that Goldsmith Street was being used as a “rat run” and that people doing so were speeding.**

The county council are usually responsible for issues concerning the highways. This is their response;

Thank you for the email regarding rat running through Browne and Goldsmith Street.

Looking at the map, I can appreciate that people faced with a queue while approaching Dereham Road, may well cut through as you have described. I have not received any similar complaints and am not aware that queues on Old Palace Road are any different.

The traffic signals were upgraded in April last year which included pedestrian facilities and a different staging arrangement. Allowing Dereham Road to run in and outbound at the same time has made the overall junction more efficient. Dereham Road will always get the lion share of green time being a major arterial route and we wouldn't encourage the use of Old Palace Road by increasing green for that approach. I've checked the detection on Old Palace Road as a fault could cause abnormal queuing however everything is working correctly.

Following the works on Grapes Hill, drivers who have been avoiding the area may well be using Old Palace Road again which may have caused a recent increase in drivers cutting through.

As for a solution I could only suggest the drastic approach of stopping up the end of Browne Street, similar to Portway Place. Google maps shows a dead end sign at the entrance of Devonshire Street although this could also be used as a cut through. Perhaps the same sign on Browne Street would deter some drivers. Either of these would have to be carried out by Norwich City Council.

**Norwich City Council traffic planners say that they are aware of the issue and will be making this area a 20mph zone soon. They will also keep this issue live and make a further assessment in combination with looking at how the traffic flows more generally around the location.**

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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.

# Walkabouts for your neighbourhood



**NORWICH**  
City Council

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)