



Feedback Sheet

Neighbourhood Area East Date 09/09/2015

Community & Neighbourhood Manager Carol Jones

Walkabout Area James Stuart Gardens

Issue One – Vehicles in the Roads

During the walkabout you told us that cars and taxis were using Cathedral Street, Recorder Road and St Faiths Lane on Friday and Saturday nights, especially between 3am and 5am. This is despite there being barriers in place at the junction with Prince of Wales Road, restricting access at these times.

We have contacted Norfolk Constabulary to make the Safer Neighbourhood Team aware that this issue is still occurring, so that appropriate steps can be taken to try and quell the issue. We have also passed the details over to the relevant teams within the Council so that the matter can be reviewed by us as well.

Issue Two – Anti-social Behaviour

You informed us that the park regularly has groups of people hanging around both inside and outside of the park at various times. This is most common on Friday and Saturday nights, when a number of the people involved are intoxicated. During these times access is being gained to the secure park by using the green bin in recorder road as a step up over the gate.

Again we have passed these details on to the Police's Safer Neighbourhood Team so that they are made aware that issues on Fridays and Saturdays are not confined to Prince of Wales Road on these days. If you witness or are victim of abusive or threatening ASB, you should contact Police on 101 or 999 in an emergency. You can also report ASB to our Neighbourhood Wardens by calling 0344 980 3333 or via our website www.norwich.gov.uk. We have also explored with our Council Officers the viability of having the green bin moved from Recorder Road to make access to the park more difficult, this will need to be assessed to ascertain if this is possible.

Issue Three – Pathways

You spoke with us about the issue of cyclists using the Horsefair Loke walkway, causing pedestrians to have to move out of the way of passing cyclists. We were also told about restricted disabled access in Cathedral Street and St Faiths Lane due to the lack of

dropped kerbs in the area making it difficult for elderly and disabled residents to move about.

We passed this information on to our highways department and although the Police hold responsibility for the enforcement of cyclists on a pathway, the Council will explore the feasibility of installing an advisory sign at the location, with a message such as 'cyclists dismount'. With regards to the dropped kerbs an assessment can be completed to ascertain suitable dropped kerb locations and budgetary viability.

Issue Four – Condition of the Gardens

You told us that James Stuart Garden was in a poor state with a lack of planting and bed maintenance. This was also the case for the Horsefair which had numerous tall weeds. We were informed that the trees on the boundary of the garden were getting unruly and blocking out natural light from buildings and dripping sap on to cars beneath. These matters were exacerbated on Saturday and Sunday mornings when rubbish was littered on the streets following the busy Friday and Saturday nights on Prince of Wales Road.

As we explained on the day to those with enquiries the maintenance of the beds and weeds is part of a contract which specifies what is completed, how it is completed and when. We have passed these concerns on to our Contracts Officers and Parks and Open Spaces Officers who are able to assess the situation and take any appropriate action – unfortunately due to the current situation Norwich's parks and gardens are maintained more austere at this time. In relation to the trees your concerns were taken forward to the Arboricultural Officer. Norwich City Council will only take remedial action against trees if they are dead, diseased, damaged or causing a hazard. Unfortunately they are unable to prune a tree which is excreting sap or blocking daylight. For more information regarding this, please visit our website www.norwich.gov.uk and search for trees using the A-Z.

Due to their proximity to Prince of Wales Road; St Faiths Lane, Cathedral Street and Recorder Road (incl. Lovelstaithe) already receive a daily street clean, therefore it would not be possible to increase this further. Due to the night time economy there is already an extra clean which takes place early on Saturday and Sunday mornings in the area. For full details on street cleaning in your road please visit our website (www.norwich.gov.uk) and look up Street Cleaning on the A-Z guide.

Issue Five – Speeding on Riverside

Residents, especially those who live on Recorder Road, made us aware that vehicles are speeding along Riverside Road. This is often very late at night and a number of the cars doing this tend to have loud exhausts which keep residents awake.

Unfortunately at this time it is not possible to install traffic calming measures along Riverside Road. If vehicles are speeding or driving dangerously this should be reported to the Police to enable enforcement measures to be taken.



Issue Six – Bins Left Untidy

You told us that following your waste being collected by our contractors, the bins were being left in an untidy manner, often being left in the wrong places or in obstructive positions, rather than being returned.

These details have been passed on to our Contracts Officers who will be able to pursue the matter with the contracted company.
