



## Resident Feedback

**Neighbourhood area:** South Team

**Date:** 29<sup>th</sup> October 2014

**Communities & neighbourhood manager:** Debra Harris

**Walkabout area:** 7-25 Hall Road, Kensington Place and Terrace Walk

In September, residents together with council staff and the local Safer Neighbourhood Team were out in Hall Road, Kensington Place and Terrace Walk to find out about any ongoing local issues and how they could be resolved. We spoke with a wide range of residents and would like to thank everyone who was able to give their time and take part.

Individual issues are not captured in this feedback but would have been reported and action taken as appropriate.

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 - please see below.

There will be a total of 48 walkabouts across the city every year. These are decided locally every three months.

To see the programme of when and where we will be for the next three months visit [www.norwich.gov.uk](http://www.norwich.gov.uk) and go to the Walkabouts page of the A to Z.

All residents are welcome to attend – we look forward to seeing you there.

**If you would like more information or have any queries, please contact:**

**Neighbourhood team – south**

**e: [neighs@norwich.gov.uk](mailto:neighs@norwich.gov.uk)**

**t: 0344 980 3333**

**In addition to these contacts you can also tell us about any concerns, queries and requests you may have about services provided by the council by going to Do It Online on the council's home page on the website:**

[www.norwich.gov.uk/tellusaboutit](http://www.norwich.gov.uk/tellusaboutit)

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**Issue one: Problems with access for people with mobility issues. Pedestrian ways with barriers that cannot be negotiated by mobility scooters and a lack of dropped kerbs in the area.**

A highways technician will be inspecting the area to identify where crossings are needed in the area with a view to submitting proposals for works to be carried out in the financial year 2015-16.

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**Issue two: People parking illegally and dangerously outside the Polish shop. You told us there are often cars parked on the pavement from the corner of the Freemasons Arms (both sides) to the gates of 7-25 Hall Road. This causes difficulties for pedestrians who often have to walk on the road to get by (including people with prams/buggies and mobility vehicles).**

Parking services are aware of the issues with customer parking around the Polish Shop and Freemasons Arms area on Hall Road. Regular patrols are scheduled but if illegal parking is reported as it happens on 0344 980 3333 they will respond with the nearest available officer.

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**Issue three: Security door glass keeps being smashed in Kensington Place**

An order has been raised for the glass to be replaced with perspex.

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**Issue four: Trade waste bags from businesses on Queens Road are often left on the pavement at the rear of their premises (Kensington Place). This has encouraged others to fly-tip their waste too.**

Having discussed this with head office the company are organising a lockable trade waste bin to be delivered this week. This will be a great improvement on their bin bags being left at the rear of the shop awaiting collection

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**Issue five: There have been two wheelie bins put in the yard of 7-25 Hall Road (with no lids) which are collecting water and people are placing rubbish in there and is beginning to smell, we don't need them.**

Our contractors have been instructed to remove these bins. If you have a bin that needs removing or you believe is abandoned you can report it by using the following link or by calling 0344 980 3333

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

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**Issue six: Many concerns raised about fly-tipping in the area.**

Kensington Place is a fly-tipping hotspot with 23 instances since January 2014. The council are committed to dealing with this issue.

- The communal bin that seems to attract the most fly-tipping (at the rear of Queens Road shops) is being removed very shortly. All residents will then either use their own wheelie bins or the bins in the communal area on City Road.
- A sign designed by a Lakenham School pupil has been put up on the City Road communal bin area asking people not to fly-tip.
- The shops on Queens Road have been asked to be vigilant with the rubbish they produce and where it is placed.
- We will carry out regular monitoring visits during November to see if the area has improved .
- A local resident has organised a Community Clean up party Saturday 8 November. The council will be providing hot drinks, litter pickers and gloves.



# Walkabouts for your neighbourhood



**NORWICH**  
City Council

If you do notice anyone fly tipping or see an area that has been fly tipped, please do contact the council direct by going to the council's website and "Tell us about it", use the link to report it <http://www.norwich.gov.uk/Forms/Pages/Fly-tipping.aspx> , or call 0344 980 3333. When we receive a report of fly tipping we will arrange to remove it usually within 24 hours.

Any information that identifies the individual(s) responsible greatly assists us in taking further action to prevent this occurring again.