



Resident Feedback

Neighbourhood area: South Team

Date: 17 September 2014

Communities & neighbourhood manager: Debra Harris

Walkabout area: Kirklees

In August, residents together with council staff and the local Safer Neighbourhood Team were out in Kirklees 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 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

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

Issue one: Problems with access for people with mobility issues. Pedestrian ways with barriers that cannot be negotiated by mobility scooters and 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.

Issue two: The trees on Hall Road behind Kirklees need pruning and the tree in corner of communal area is dead and several branches may need removing.

The trees with low branches on Hall Road were inspected in August with works ordered to crown lift all trees in this area that have low branches over the footpath/highway. These works should be completed within the next six months.

The dead tree in the communal area will be removed as part of routine tree works in the south area in the next 12 months.

Issue three: Parking issues - car parking on the junction with Fountains Road and Kirklees

The local Norfolk Constabulary Safer Neighbourhood Team have given 'words of advice' to local residents who said they would try to park more considerately for both pedestrians and drivers going into Kirklees.

Issue four: General untidiness, dog fouling and ivy growing

The next street clean is due on 24 September during which the weeds and ivy will be strimmed (cut down) and removed.

We have requested signs/stencils to be put up in the areas where dog fouling is occurring which will hopefully help alleviate the issue.

If, however, you come across any instances of dog fouling please report it via the following link and it will be cleared within 24 hours as well as help build a better understanding of the level of the issue. Any information regarding the potential dog owners responsible would be appreciated to enable us to take further action where appropriate.

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

Issue five: The tarmac at 40 Kirklees end has not been done properly.

While the road surface of Kirklees is ok and safe, however there are two sections where it is more uneven than is desirable. Highways are aware of this and plan to treat these two sections in the near future weather permitting (nears no's 40 and 50).

Issue six: Walk through from Kirklees to Fountains Road and then pedestrian pathway sloped down to Ipswich road needs gritting in the winter as it get incredibly slippery

Limited resources mean it is not possible to grit specific paths over the winter, a grit bin has been located on Fountains Road near the ramp to Ipswich Road. Residents are welcome to use this grit bin to treat the ramp to Ipswich Road and the link path from Kirklees to Fountain Road.

Issue seven: concerns raised about fly-tipping in the area

Kirklees has received very few reports of fly-tipping in the past few years.

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.