

Feedback from Walkabout

Neighbourhood Area: West

Date of walkabout

06 June 2014

Neighbourhood Officer
Housing Officer
Norfolk Property Services Officer

John Vaughan
Ian Duncan
Angela Western

Walkabout Area: Earlham West Centre

On the 6th June, City Council local neighbourhood services team visited homes and businesses in Earlham West Centre. The team were joined by City Councillor Button, and by Angela Western from Norfolk Property Services (NPS) Norwich, our estate management partners. This was so we could listen to your concerns about issues in the neighbourhood. We would like to thank everyone for their responses.

Below is a summary of the general neighbourhood issues raised. *Please note that individual or personal issues are not included in this feedback document.*

Contacting Norwich City Council:

- The simplest way to get in touch is by using the council's website at www.norwich.gov.uk
- Enquiries and reports can be also made to the city council by phoning 0344 980 3333, by email info@norwich.gov.uk; or you can report anti social behaviour by phoning 01603 212100 (24 hours, 7 days a week).

Issue One – Anti-social behaviour (ASB)

We were told that there was some rowdy behaviour from children and young people on the street mainly on Sundays and holidays. Also, there have been noise issues from some nearby properties. The shops reported a reduction of ASB compared to 'a few years ago'.

Response: Within reason, there is not a problem with children and young people meeting and playing out of doors, however, if this becomes out of hand then please phone the police on telephone no. 101. We also know that such problems are worse in the summer period as people go out to meet each other or play in the longer daylight hours. The police and city council target anti social behaviour and encourage residents to come forward to report problems – especially if they can identify perpetrators. The city council and police will take enforcement action whenever it is possible and appropriate to do so. *Please see the city council contact details above or you can get in touch with the Police on telephone 101, emergencies 999, or email: SNTNorwichWest@norfolk.pnn.police.uk*

Issue Two – Parking and Cars – vehicles being left for long periods in the area to the rear of the Centre; cars using the pavement and driving the wrong way around the roundabout.

Response: Unless there is a restriction on parking the city council would be unable to take any enforcement action, however, for abandoned vehicles please contact the city council to take action. The issue of cars illegally using the pavement and roundabout should be reported to the police for enforcement action. Even if the perpetrator leaves



before the police arrives, the records will log the number of reports that have been made and the police will increase their patrols accordingly. If there are not any reports the police will not be aware of the problem and therefore will not take preventative or enforcement activity.

Issue Three – Repairs to flats and shops

Response: Council residential tenants and leaseholders: All individual problems can be reported to the city council via the customer contact centre (the contact details are above) they will ask for more details such as when you are at home - in case a visit is needed. If the city council is your landlord and you have any suggestions for estate improvements in your area then please contact your housing officer via the customer contact centre. Shopkeepers: Please report problems to NPS – thank you for the reports that were made to us on the day that we visited, NPS will follow these up.

Issue Four – Litter and fly tipping – around the communal bins at the rear and at the Enfield Road recycling centre opposite

Response: You can help us to minimise this by:

- Reporting fly tipping to the city council
- Reporting fly tippers to the city council – this can be done anonymously. See above for our contact details

Local neighbourhood services are currently undertaking a project to reduce fly tipping on the Enfield Road recycling centre that includes litter picking with children (for better awareness of the problem), better signage, better use of CCTV, increasing enforcement plus we are considering if we are able to spend money physically improving the site.

Issue Five - Drugs and needles

It has been reported that needles have been found at the rear of Earlham West Centre, and in the woods opposite.

Response: The city council will take action to clear up such sites, or will instruct a landowner to do so if they are on private land.

The city council will remove needles found on public land - please report this using the council contact details above. Alternatively you can get in touch with the Police on telephone 101, or email: SNTNorwichWest@norfolk.pnn.police.uk

Issue Six– Better shop frontage

Response: NPS are undertaking a survey of the shops to see if funds are available to improve the appearance of some or all of the local shops. We do not know yet if funding will be available as the survey has not been completed and the cost and design has not been agreed. The shopkeepers will be kept in touch with what is happening by NPS.

Finally, if there are further queries, issues or other suggestions to improve the area then please get in touch with the city council on 0344 980 3333

Regards

John Vaughan, neighbourhood officer

Paul Nicholson, neighbourhood manager
