

## Feedback

**Neighbourhood Area:** West

**Date** 22nd March 2014

**Community & Neighbourhood Manager**

Paul Nicholson

**Walkabout Area:** City Academy Norwich Easter Fete

### General Note:

Enquiries and reports can be made to the city council by phoning 0344 980 3333, by emailing [info@norwich.gov.uk](mailto:info@norwich.gov.uk); or you can report antisocial behaviour by phoning 01603 212100 (24 hours, 7 days a week). Best of all, please get in touch by using the city council website at [www.norwich.gov.uk](http://www.norwich.gov.uk)

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### Issue One – Fly-tipping

**Response:** This was the greatest concern of those whom we spoke to. The woods have become a local hotspot for fly-tipping. There are several things that you can do to help:

You can help us to manage the woods on your behalf by

- Reporting fly-tipping to the city council
- Reporting fly tippers to the city council – this can be done anonymously. We will seek a prosecution. The council can be phoned on 0344 980 3333
- The city council has helped a new Friends of West Earlham woods set up to help to manage the woods
- The west team are targeting Godric Place and Twenty Acre woods as they are popular sites for fly-tipping. We shall investigate the problems at Jex Road flats.

## **Issue Two – Dog Fouling – in parks, on local streets**

**Response:** You can help us to minimise this on your behalf by:

Reporting dog fouling to the city council – this can be done anonymously. The council can be phoned on 0344 980 3333

If you are a dog owner, then bagged dog mess can be put in any council litter bin

The council can take enforcement action against inconsiderate dog owners who allow their dogs to foul pavements. If you know someone who allows this then please get in touch

We have the power to issue a Fixed Penalty Notice to those who allow their dogs to foul the pavement or the park. We will shortly be extending the enforcement of Fixed Penalty Notices to the local police community support officer (PCSO) team

## **Issue Three – Buses are expensive to travel on for shopping and to go to work**

The city council does not have a remit that extends to control over the fares that bus companies charge. However, we are arranging a budget and benefits advice session at Norwich Primary Academy School (formerly Larkman Primary), Cadge Road. It will be held in the Bluebell Room from 8.30am to 10.00am. This session may help to maximise your income.

## **Issue Four: Litter**

**Response:** The city council has begun a local campaign against litter bugs in the area. We have started by working with the pupils of West Earlham Junior School aimed at pupils, their parents and acquaintances. We hope that our new campaign that started in March will help to influence local residents who drop litter to use the appropriate litter bin. Please also note that we have the power to issue a Fixed Penalty Notice to those who litter the public realm. We will shortly be extending the enforcement of Fixed Penalty Notices to the local police community support officer (PCSO) team who will also be able to make on the spot fines to people who drop litter.

## **Issue Five – Lack of play facilities**

**Response:** There are good play facilities in Norwich as a whole. However, they are not evenly spread as housing development has not always contained play facilities for young children. Wherever possible new play areas will be installed, however, this is dependent on money that is generated by new housing development and by having an

open space available. The nearest play areas to Foxley Close is located between Cadge Close and Motum Road and a second, larger area, is located at the Bowthorpe Community Park.

## **Issue Six – Awareness of other cultures – could be better promoted via the media**

**Response:** The city council promotes cultural awareness through various events and meetings. There are also many local community groups that may be able to help. One such local organisation, Future Radio, may be able to offer good advice on how to do this e.g. via training courses that are often run or by joining radio shows.

## **Issue Seven: Potholes – especially those affecting cyclists**

**Response:** Please report all problems to the city council – see above how to do this. In addition, a new cycle route is being planned from John Innes, UEA and into the city. This will improve cycle safety and include a new cycle friendly surface.

## **Issue Eight: Vandalism to bus stops**

**Response:** Broken glass, lights out, vandalism, graffiti and damaged shelters should be reported to Clear Channel. Please tell them the shelter reference number (painted on the edge of the shelter roof), location details and a description of the problem and they will arrange repairs

t: 0800 731 3699

e: [UKCallCentre@clearchannel.co.uk](mailto:UKCallCentre@clearchannel.co.uk)

## **Issue Nine: ASB – more teen gangs in the area**

**Response:** There are a larger than average number of young people who live in the west area. If you find that you have a problem with gangs then you should phone 101 and speak to the local police.

## **Issue Ten: ASB – noise particularly from ball hitting window**

**Response:** If you experience ASB the city council wardens service may be able to help. You can report antisocial behaviour by phoning 01603 212100 (24 hours, 7 days a week).

# Walkabouts for your neighbourhood



**NORWICH**  
City Council

If there are further queries or issues that you have or that you want to find out how to get involved in improvements to the local woodlands, please get in touch with the city council west neighbourhood team on 0344 980 3333

Regards

**Paul Nicholson**, communities and neighbourhood manager

**Louise Curtis**, community engagement officer

**John Vaughan**, neighbourhood officer

**Andy Rodwell**, warden team leader

**West Neighbourhood Team**

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