

## Feedback

**Neighbourhood Area:** West

Date of walkabout  
22<sup>nd</sup> October 2014

**Neighbourhood Officer**  
**Housing Officer**

John Vaughan  
Louise Purdy

### **Walkabout Area:**

On the 22 October city council staff and Police Community Support Officers (PCSOs) visited homes on Motum and Clarkson Roads. This was so we could listen to your concerns about issues in the neighbourhood. We would like to thank everyone for their responses. We spoke to 132 households out of a total of 304 homes.

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](http://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](mailto:info@norwich.gov.uk); or you can report anti social behaviour by phoning 01603 212100 (24 hours, 7 days a week).

---

### **Issue one – Close Circuit TV cameras**

We asked all residents if the cameras had made any difference to your feeling of being safe in the area. The majority of those who live nearby the cameras agreed, while neighbours who were further away from a camera felt it had less impact. A number of residents said that they had been told that the cameras did not work. Trees sometimes seem to block the view of the camera.

**Response:** Thank you for your views – the police have now collected all the responses. The cameras are always switched on; however, they do not have someone in a control room who looks at them all the time. Instead they act as recording devices. If there is a problem, the police can go to a camera and download video pictures onto a laptop. It helps them if they are told an approximate time when an incident has occurred. The trees do block views especially when in leaf. The new trees that are proposed on Clarkson Road will not be placed near the camera.

*You can get in touch with the Police on telephone 101, emergencies 999, or email: [SNTNorwichWest@norfolk.pnn.police.uk](mailto:SNTNorwichWest@norfolk.pnn.police.uk)*

---

### **Issue two – Antisocial behaviour (ASB)**

We were told that there are complaints of noise and other disputes between neighbours in some parts of the area. We were also told by a number of residents that the area had

been much quieter in the last few weeks. Some residents thought that the cameras have helped.

**Response:** The police and city council are targeting antisocial 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](mailto:SNTNorwichWest@norfolk.pnn.police.uk)*

---

### **Issue Three – Speeding vehicles especially on Clarkson Road**

**Response:** The police can help. You will need to report when you see any illegally used vehicles. Should the police be unable to find individuals responsible, they can consider using extra resources to target the area eg Speed guns, set up a speedwatch. They will do this depending on the number and seriousness of complaints that they received compared to other streets and type of complaints that they receive. Several residents reported this problem has improved since last year.

*You can get in touch with the Police on telephone 101, emergencies 999, or email: [SNTNorwichWest@norfolk.pnn.police.uk](mailto:SNTNorwichWest@norfolk.pnn.police.uk)*

---

### **Issue Four – Fly-tipping, messy gardens and alleyways**

**Response:** You can help us to minimise this by:

- Reporting fly-tipping problem areas to the city council
- Reporting those who have committed fly-tipping to the city council – this can be done anonymously

The city council will seek to take formal action against anyone we find fly-tipping. The city council will clear up a mess where it is responsible to do so, however, for either rented or private properties, then the owner needs to keep their own gardens and alleyways tidy. The city council may be able to help in certain situations. To discuss this you can either contact the owner or landlord yourself, the housing officer (council – rented) or neighbourhood officer (private rented or owned). We will take action if the situation is serious, for example, if there is a public health problem caused by a mess.

---

### **Issue Five – Halloween and Bonfire Night potential ASB**

**Response:** Only a few people thought that this would be a problem. However, this may be due to the campaigns that have been carried out by the city council and the police to discourage unwanted visits, but also not to spoil the fun for children who are legitimate callers. We hope that the door signs we offered proved to be effective for those who either wanted or did not want any callers.

---

# Walkabouts for your neighbourhood



**NORWICH**  
City Council

**Other issues:** Litter, loose dogs, dog fouling, housing repairs, scaffolding, cars inconsiderately parked

**Response:** These issues were reported separately by only a few individuals, however, they are important. You are recommended to report these issues when they occur to the relevant authority:

**Litter:** Roads are usually only swept once per quarter, however, both Motum and Clarkson Roads are swept once per month. This is to help to keep the streets clean in view of the excessive litter problem– some of this is because both streets are used heavily by school children and parents.

**Repairs:** Please get in touch with the city council in person in order to report a repair (council rented homes)

**Dog problems –** normally these are dealt with by the city council. Dangerous dogs that are out of control should be reported to the police.

**Inconsiderate parking:** This may be a problem for the police if there is a hazard.

**The scaffolding** will be removed in stages over the next few weeks – most by now, should have already been removed.

---

## Reporting problems or concerns

*Enquiries and reports can be made to the city council by phoning 0344 980 3333, by email [info@norwich.gov.uk](mailto:info@norwich.gov.uk); or you can report anti social behaviour by phoning 01603 212100 (24 hours, 7 days a week)*

*You can get in touch with the Police on telephone 101, emergencies 999, or email: [SNTNorwichWest@norfolk.pnn.police.uk](mailto:SNTNorwichWest@norfolk.pnn.police.uk)*

Regards

**John Vaughan**, neighbourhood officer  
**West Neighbourhood Team**

---