

## Feedback

**Neighbourhood Area:** West

Date of walkabout  
23 September 2014

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

John Vaughan  
Louise Purdy

### **Walkabout Area:**

On the 23 September city council staff visited homes on Clarkson Road. The team was joined by city councillor Galvin. This was so we could discuss the proposed planting of trees in Clarkson Road, and 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](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).

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

We were told that there was some rowdy behaviour from young people and disputes between adults on the street.

**Response:** Within reason, there is not a problem with children and young people meeting out of doors. However, if this becomes out of hand then please phone the police on telephone no. 101. The city council and police have cautioned some adults and have taken enforcement action against others. 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)*

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### **Issue Two – Welfare, benefits and money advice**

**Response:** Following previous requests for money and budgeting advice, there is now a drop-in service in the Earlham Early Years Centre on the 3<sup>rd</sup> Thursday of every month, delivered by Norwich Money Advice & Budget Service.

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## **Issue Three – Trees – potential new planting**

**Response:** Clarkson Road residents generally supported the planting of new trees, with relatively few objections. There were some concerns over the placement of individual trees: these concerns will be taken into account when the final numbers and positions of the trees are decided, so we will avoid unwanted locations. The revised plans will be publicised to all residents before further work is undertaken.

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## **Issue Four – Grounds maintenance especially concerns about trees – fallen leaves in the Autumn and when will the stumps of dead trees be removed?**

**Response:** Currently, Clarkson Road is one of the few streets in the city that is swept on a monthly basis, so fallen leaves are removed more frequently than average. In addition, if council officers find dangerous accumulations of leaves, they can order one-off clearances. The dead tree stumps have now been removed.

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## **Issue Five - Litter on the street, and fly-tipping**

**Response:** Clarkson Road is one of the few streets in the city that is swept for litter and leaves on a monthly basis, so unfortunately this cannot be increased.

You can help us to minimise fly-tipping 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

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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

**Paul Nicholson**, communities and neighbourhood manager  
**John Vaughan**, neighbourhood officer  
**West Neighbourhood Team**

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