



## Feedback

**Neighbourhood Area:** West

Date of walkabout  
24 May 2014

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

John Vaughan  
Stacy Connerty

### **Walkabout Area:**

On the 24 May city council staff and Police Community Support Officers (PCSOs) made themselves available in Larkman Lane, near the parade of shops, to speak to local residents. This was so we could listen to your concerns about issues in the neighbourhood. Residents of the flats on Dereham Road / Jex Road were specifically invited to attend. 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 are complaints of noise and other disputes between neighbours in some parts of the area.

**Response:** The city council and police have investigated a number of complaints, 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 – Dog fouling around flats and on pavements**

**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 or refuse bin

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



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## Issue Three – Drugs and needles

**Response:** The city council and police have investigated a number of complaints, cautioned some adults and have taken enforcement action against others. The police and city council are targeting the growing and supplying of illegal substances and encourage residents to come forward to report problems – especially if they can identify perpetrators. The police will take enforcement action whenever it is possible and appropriate to do so.

It was also reported that needles have been found on land near the alleyway behind Aldi. The landowner and city council will take action to clear up the site.

*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, emergencies 999, or email: [SNTNorwichWest@norfolk.pnn.police.uk](mailto:SNTNorwichWest@norfolk.pnn.police.uk)*

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## Issue Four – Fly-tipping

Fly-tipping around communal bins is a problem in several locations

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

- Reporting fly-tipping problems 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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## Issue Five – Theft of cycles

**Response:** The police have investigated a number of complaints of cycle theft in the city centre. Residents are reminded of the need to lock cycles securely, even when leaving them for just a few minutes.

*To report a theft, you can get in touch with the Police on telephone 101, or email: [SNTNorwichWest@norfolk.pnn.police.uk](mailto:SNTNorwichWest@norfolk.pnn.police.uk)*

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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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