



**Neighbourhood Area:** North

**Community & Neighbourhood  
Manager:** Lenny Stamp

**Walkabout Area:** Magdalen Road,  
Sewell Ward

## Resident feedback

In October 2015 residents, council officers, councillors were out in the area to discuss any ongoing local issues. We would like to thank everyone who was able to come along or who was able to respond by email and take part.

Whether you were able to come along or not, we think it is important to give you some feedback about the issues raised, as well as what we are doing to try and resolve them. Below is a summary of the general neighbourhood issues raised. Individual or personal issues are not included and will be fed directly back to the resident.

### Summary of neighbourhood issues:

#### Issue One:

**You told us...** of your concerns regarding the amount of graffiti in the Marlborough Road area on properties, buildings located along the alley ways and on BT boxes.

The City Council's response is: Having inspected the site we have reported all the BT boxes to have them cleared, however the majority of the graffiti is located on private property. This comes under the owner's responsibility to remove, we do understand this can be a costly problem to resolve and they are victims of crime.

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#### Issue Two:

**You raised concerns about ...** the amount of general litter in the area.

The City Council's response is: There is a schedule of street cleaning available on our website, which gives the details of when each street is cleaned. To check your street's cleaning programme please follow the link below, which will take you to the correct page on our website.

<http://www.norwich.gov.uk/Environment/StreetCareAndCleansing/Pages/StreetCleaning.aspx>

If there is an accumulation of litter, which you feel cannot wait until the next scheduled clean, please contact using one of the methods listed at the end of this report.

## **Issue Three:**

**You told us ...** you would like NCC to display pictures of what a syringe looks like on our website. You advised there had been 2 occasions where residents had not reported what they thought was one as they didn't feel entirely confident it was a syringe.

The City Council's response is: We have passed this request to our communications department for their consideration.

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## **Issue Four:**

**You reported ...** a blocked gully which was pooling of water on the corner of Mousehold Avenue and Silver Road at the pedestrian crossing point.

The City Council's response is: Pictures were taken and passed to our highways department. This Gully has now been cleared.

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## **Issue Five:**

**You raised concerns about ...** about the footway running between Stacy and Guernsey Roads (Magdalen Road end). You advised the pathway is uneven and is a problem for pedestrians as a well-used route.

The City Council's response is: Pictures were taken and passed to our highways department for their consideration.

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## **Issue Six:**

**You reported ...** drivers are still trying to turn the wrong way into St. Edwards Street from Magdalen Street and suggested the problem is the signage is too small.

The City Council's response is: We will keep this issue under review, however the signs meet statutory requirements and drivers are wilfully ignoring them.

This is a police matter to enforce, but we have put the feedback in our scheme folder for review as part of the safety audit process.

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## **Issue Seven:**

**You told us...** you felt the workmanship of the Magdalen gates improvements was poor as the old road markings by the lights have not been burnt away and the pavement surface was not level resulting in large puddles gathering on the path.

The City Council's response is: Your concerns have been passed over to the programme manager for this scheme.

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We hope you found this report helpful.

# Walkabouts for your neighbourhood



**NORWICH**  
City Council

To see the programme of when and where we will be for the next three months please visit our website [www.norwich.gov.uk](http://www.norwich.gov.uk) and look up Walkabouts on the A to Z.

If you would like more information or if you wish to report a problem; you can contact Norwich City Council via telephone: 0344 980 3333, online via [www.norwich.gov.uk/tellusaboutit](http://www.norwich.gov.uk/tellusaboutit) or by email on: [info@norwich.gov.uk](mailto:info@norwich.gov.uk)